

AHCCCS School Based Claiming Claim Processing System Training Guide May 2010

Table of Contents

Introduction	3
Section I – General Claim Edits	4
Section II – Accessing the System(s)	5
Section II – Viewing Member and Provider Data	7
Section III - Uploading a Batch	12
Section IV – Processing a Batch	15
Section V - Single Claim Submission	25

INTRODUCTION

The PCG Claim Processing System is designed to allow LEAs and billers the capability of submitting claims in the HIPAA compliant 837 file format. It will utilize a secure, web based portal that will provide easy access for users and updated functionality including features such as online claim correction and access to provider and member enrollment information.

The LEA to PCG claims submission process will be comprised of the following steps:

- LEA/Biller creates 837 file
- 837 file is uploaded into the claim system via the secure web portal
- File is checked to ensure it conforms to the 837 file format specifications
- 837 files that fail the format specifications are not loaded into the processing system and a 997 report is provided to show the reason for failure within the specific format
- Claim files that pass the initial edit are loaded into the processing system
- Once a file/batch has been uploaded into the system and validated for syntactical errors, the user must then "Process" the desired batch.
- The File is then checked for valid claim data (valid AHCCCS member ID, member DOB, provider number, etc.)
- 'Clean claims' are forwarded to AHCCCS for adjudication
- 'Claims with errors' are made available for review and correction
- Claims that are corrected can be immediately reprocessed

To gain access to the system, users must apply for user names and passwords using the enrollment form provided by PCG. For billers to have access to LEA specific claim data, PCG must have a valid Biller Authorization form on file. Users must then complete the PCG training course and complete the training certification form before they will be issued their user name and password. LEAs using a biller can request view only access to the system and will be required to complete the training course and complete the training certification form as well.

Any questions or problems accessing the system or with claim data can be addressed to the PCG Helpdesk at 1-877-877-8011 or by contacting your assigned account manager.

SECTION I – GENERAL CLAIM EDITS

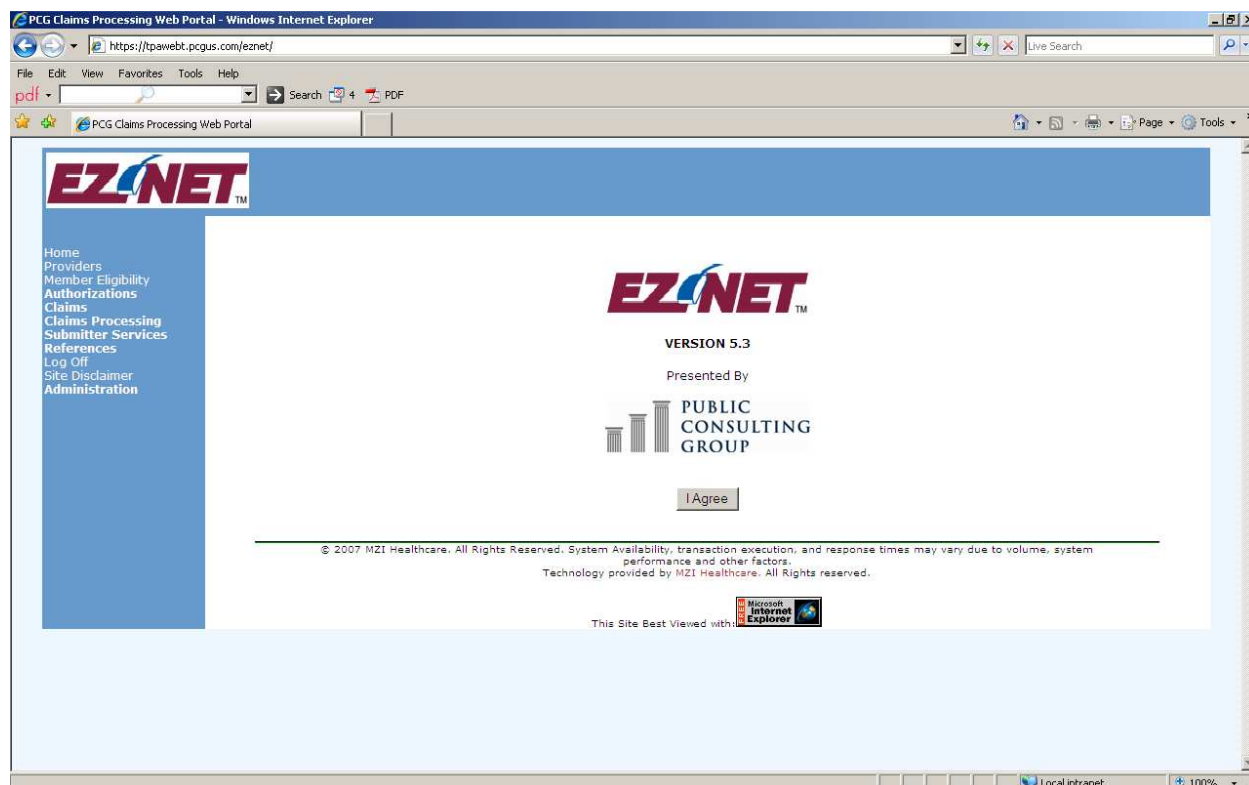
The list below indicates the general edits that are performed on submitted claims. The list is not exhaustive and does not include standard X12 edits for a valid HIPAA X12 transaction sets; however it does provide guidance as to the desired quality of the claims upon submission.

- All services must be submitted within 6 months of the date of service.
- Transportation services will suspend until a supporting non transportation service has been paid.
- Health Aide services must have a place of service of 03, all other services must use either 03 or 99 whichever is appropriate for the rendered service.
- Health Aide services cannot exceed 8 units per day, and must be reported in the same claim.
- The member (student) must be eligible on the date of service.
- The member (student) must be at least 3 but not more than 22 years of age at the time of service for all services except Speech and Occupational Therapy. For Speech and Occupational Therapy the range must be between 3 and 21.
- The service must have been provided during a valid school or AHCCCS agreed upon day.
- The rendering provider must be eligible on the date of service.
- The provider must be licensed to render the service provided.
- The procedure code and or modifier must be valid codes.
- Third Party Coverage must not exist for the rendered services with the exception of Transportation, Health Aide, and Nursing services.
- The diagnosis code must be a valid ICD9 code.
- Dates of services must be valid dates and when sending a span, the 'from' date must be equal to or less than the 'to' date.
- All typical providers must submit their National Provider ID
- Per unit transportation services cannot exceed 2 units per day.

SECTION II – ACCESSING THE SYSTEM(S)

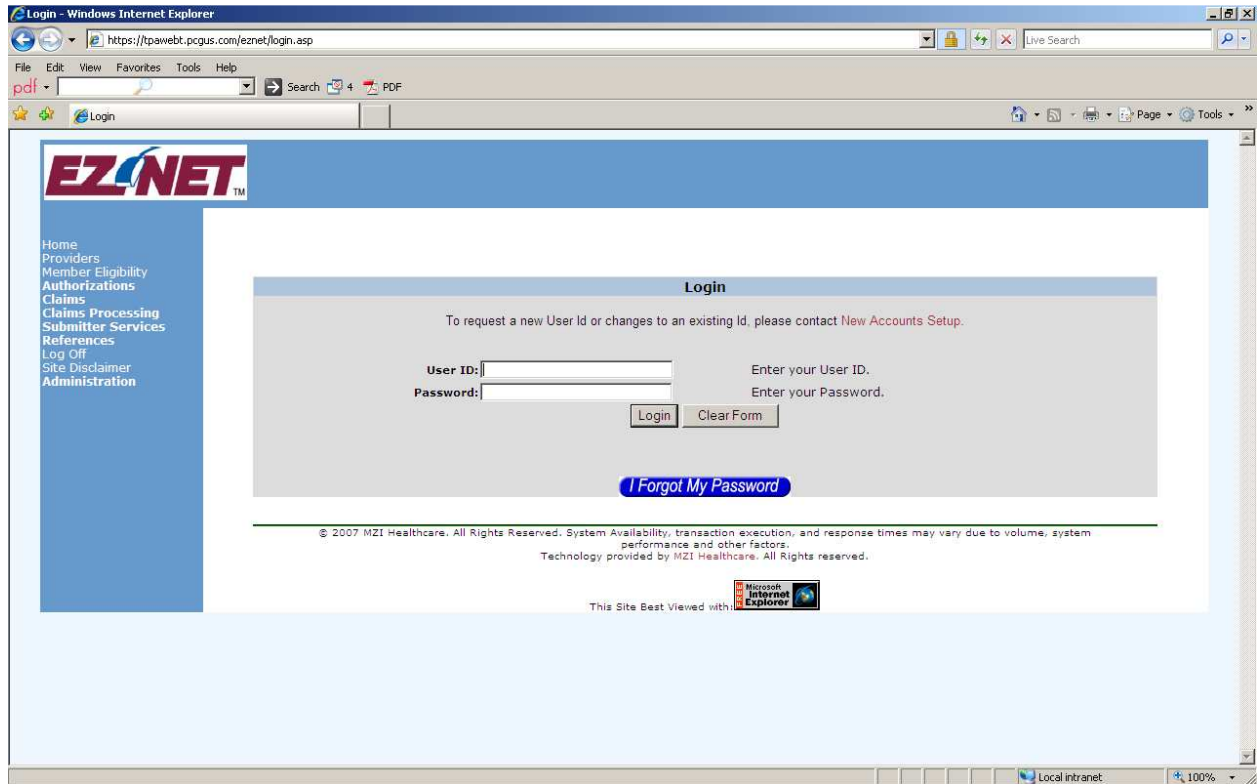
To access and login to the claim processing system, go to the following link:

<https://tpaweb.pcgus.com/eznet>

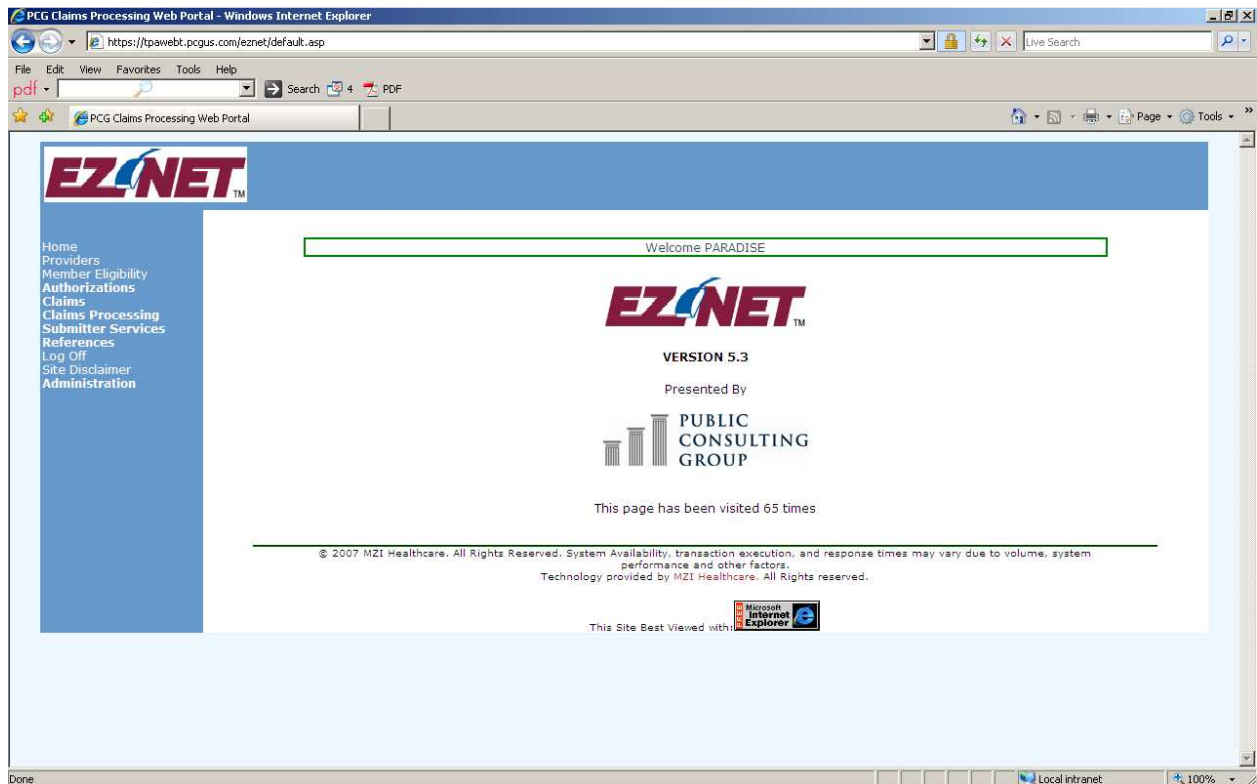


Select on the 'I Agree' button to access the login screen.

Please note that this URL is NOT the live production environment and will only be used for testing purposes. Once each biller and self-biller has completed the testing process and the live environment is ready, PCG will provide that information to each valid system user.

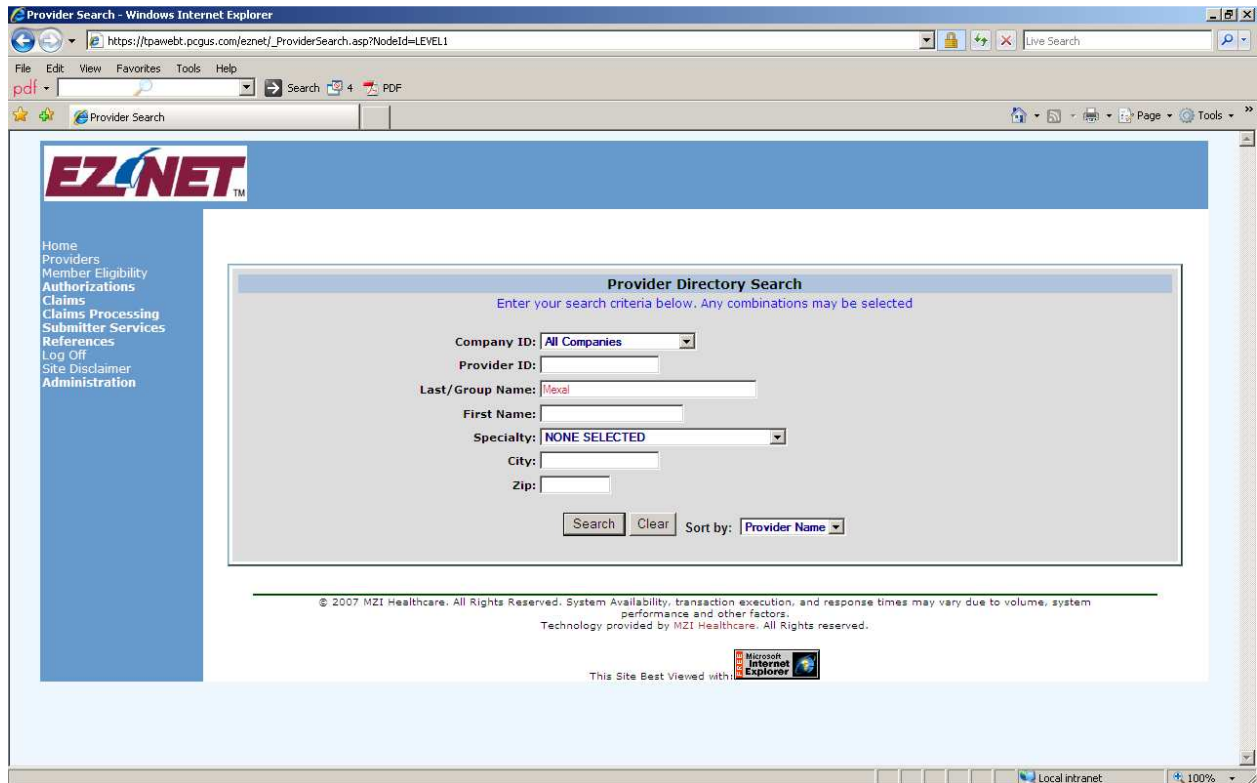


Enter the user id and password and click 'Login' to access the system home page.

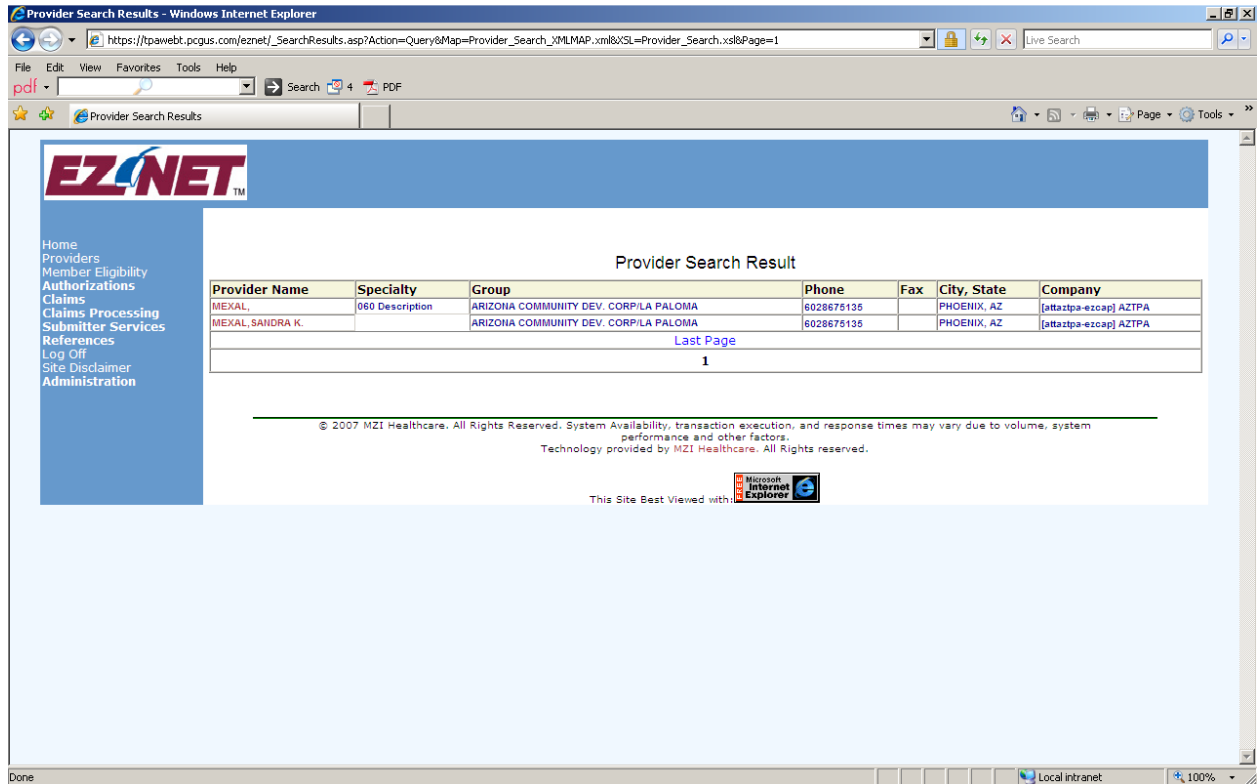


SECTION II – VIEWING MEMBER AND PROVIDER DATA

The system provides the functionality of viewing the member and provider data that is uploaded from the AHCCCS system. To view the provider data, click on the ‘Provider’ menu option on the left side menu of the home page.



In the company ID field, choose ‘AZTPA’ from the drop down menu. To search for a provider, enter the provider ID, the last name, first name, specialty, city or zip. Once the information has been entered, click on the ‘search’ button. The system will search based on the criteria entered and provide a list of all entries that match your selection criteria. Next, click on the provider last name to view the provider detail screen.

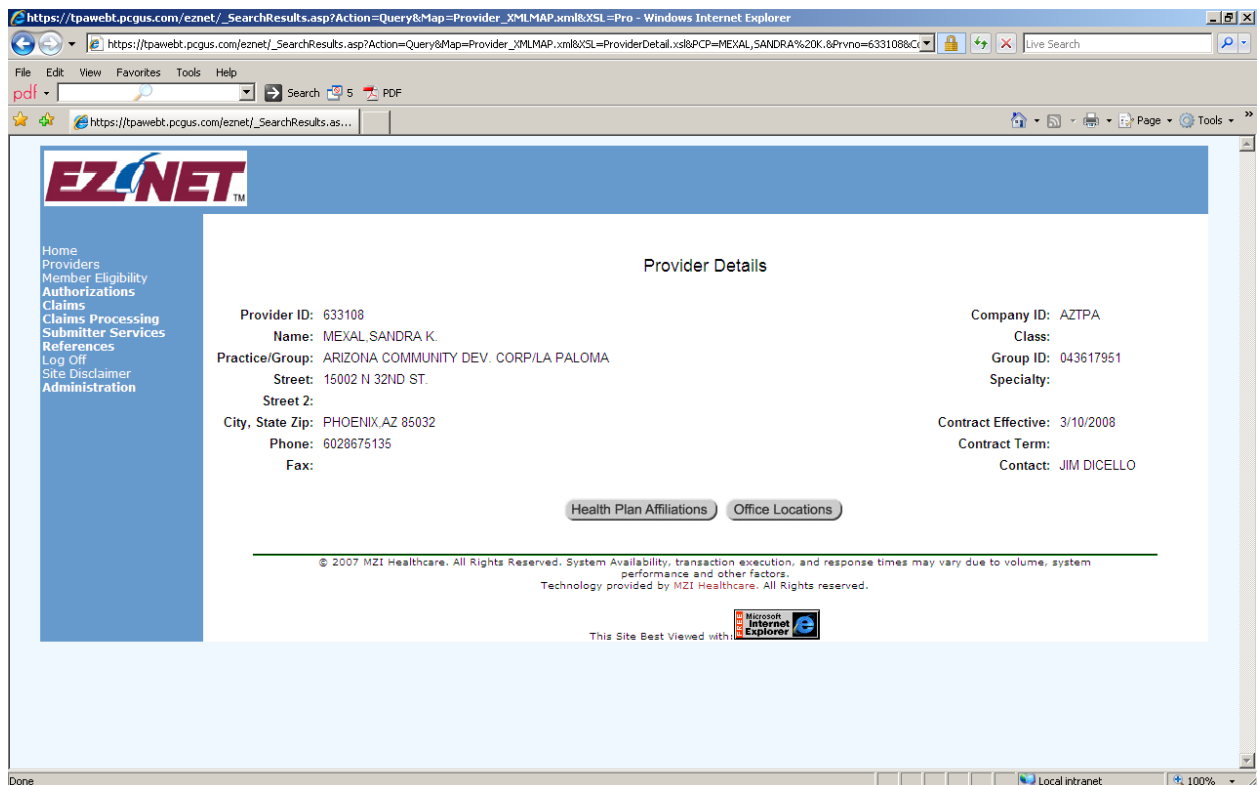


Provider Search Result

Provider Name	Specialty	Group	Phone	Fax	City, State	Company
MEXAL,	060 Description	ARIZONA COMMUNITY DEV. CORP/LA PALOMA	6028675135		PHOENIX, AZ	[attaztpa-escap] AZTPA
MEXAL, SANDRA K.		ARIZONA COMMUNITY DEV. CORP/LA PALOMA	6028675135		PHOENIX, AZ	[attaztpa-escap] AZTPA

1

© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors.
Technology provided by MZI Healthcare. All Rights reserved.



Provider Details

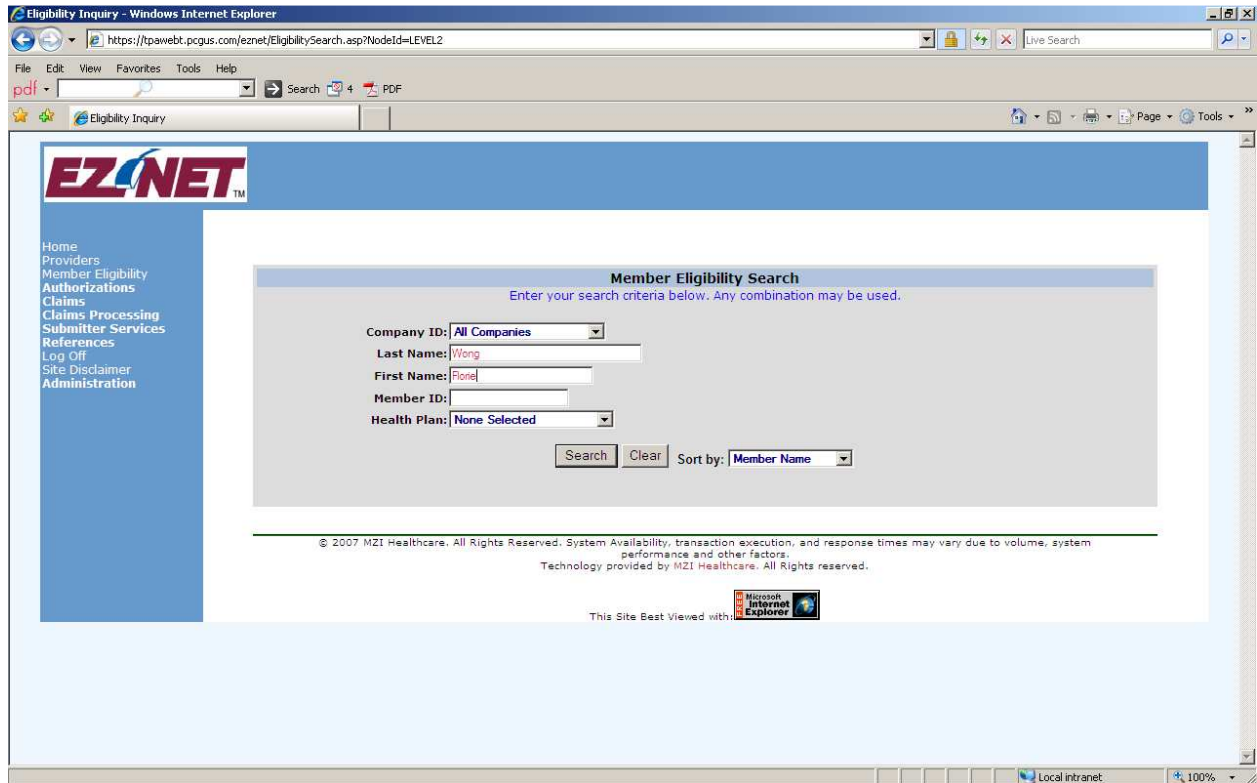
Provider ID: 633108	Company ID: AZTPA
Name: MEXAL, SANDRA K.	Class:
Practice/Group: ARIZONA COMMUNITY DEV. CORP/LA PALOMA	Group ID: 043617951
Street: 15002 N 32ND ST.	Specialty:
Street 2:	Contract Effective: 3/10/2008
City, State Zip: PHOENIX, AZ 85032	Contract Term:
Phone: 6028675135	Contact: JIM DICELLO
Fax:	

Health Plan Affiliations Office Locations

© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors.
Technology provided by MZI Healthcare. All Rights reserved.

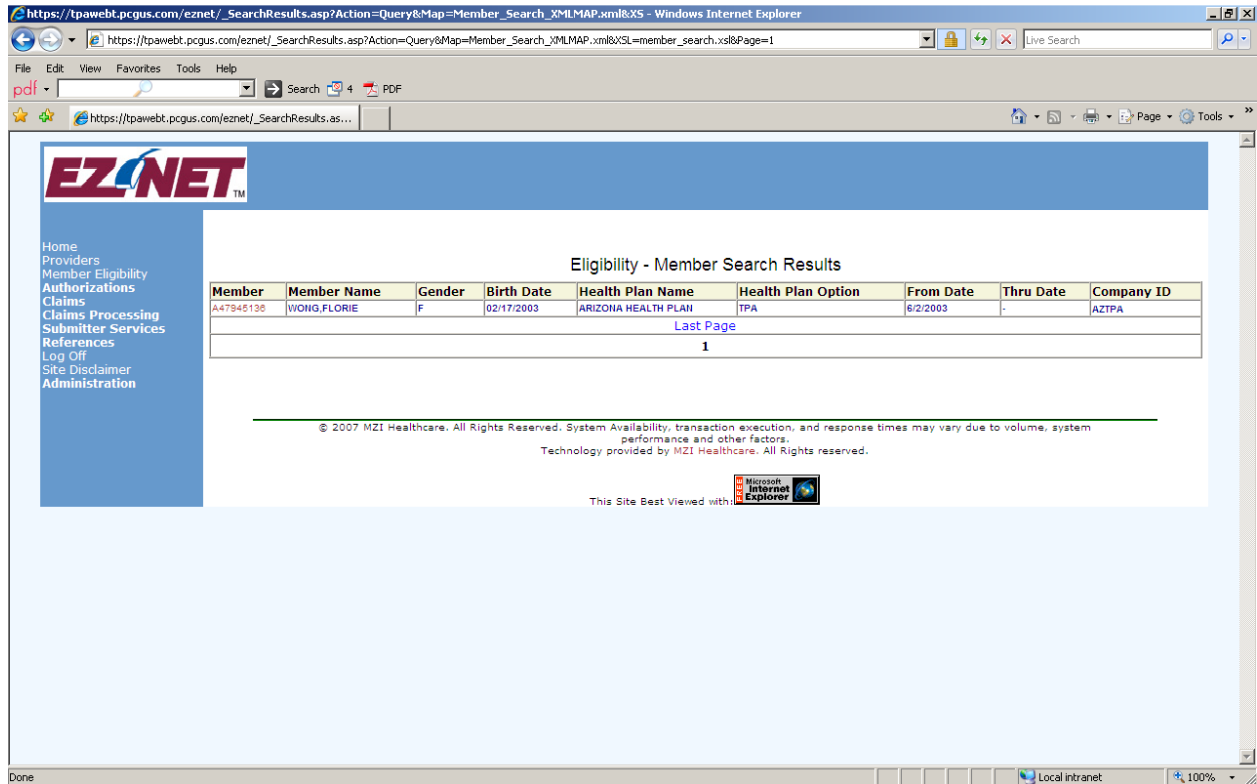
The provider detail screen will display the provider ID, group ID and contract effective and termination dates.

To look up member eligibility information, click on the 'Member Eligibility' option on the left side of the screen.



The screenshot shows a web browser window titled "Eligibility Inquiry - Windows Internet Explorer". The address bar displays the URL: <https://tpawebt.pcgus.com/eznet/EligibilitySearch.asp?NodeID=LEVEL2>. The page features the EZ-NET logo at the top left. A vertical navigation menu on the left includes links for Home, Providers, Member Eligibility, Authorizations, Claims, Claims Processing, Submitter Services, References, Log Off, Site Disclaimer, and Administration. The main content area is titled "Member Eligibility Search" and includes the instruction "Enter your search criteria below. Any combination may be used." Below this, there are four input fields: "Company ID:" with a dropdown menu currently set to "All Companies"; "Last Name:" with the text "Wong" entered; "First Name:" with the text "Rene" entered; and "Member ID:" which is empty. Below these fields is a "Health Plan:" dropdown menu currently set to "None Selected". At the bottom of the search area are "Search" and "Clear" buttons, followed by a "Sort by:" dropdown menu currently set to "Member Name". At the very bottom of the page, there is a copyright notice: "© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors. Technology provided by MZI Healthcare. All Rights reserved." and a small icon indicating the site is best viewed with Microsoft Internet Explorer.

In the 'Company ID' field, select AZTPA; the member information can be searched by last name, first name, Member ID or Health Plan. Once entered, click on the 'Search' button for results.



https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=Member_Search_XMLMAP.xml&XS= - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=Member_Search_XMLMAP.xml&XS=member_search.xml&Page=1

File Edit View Favorites Tools Help

pdf Search 4 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ-NET™

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Submitter Services
References
Log Off
Site Disclaimer
Administration

Eligibility - Member Search Results

Member	Member Name	Gender	Birth Date	Health Plan Name	Health Plan Option	From Date	Thru Date	Company ID
A47946138	WONG, FLORIE	F	02/17/2003	ARIZONA HEALTH PLAN	TPA	6/2/2003	-	AZTPA

[Last Page](#)

1

© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors.
Technology provided by MZI Healthcare. All Rights reserved.

This Site Best Viewed with: 

Done Local intranet 100%

The system will provide a list of results that match the search criteria entered. You have the ability to verify the member data by comparing Member name, Gender and Date of Birth. Once you have narrowed your search you may access an individual member eligibility table, select the appropriate Member ID.

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=Member_Detail_XMLMAP.xml&XS - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=Member_Detail_XMLMAP.xml&XSL=Member_Detail.xsl&Query=<C><P>SCHEMA_HEADER/MEM

File Edit View Favorites Tools Help

pdf Search 4 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ-NET™

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Submitter Services
References
Log Off
Site Disclaimer
Administration

Eligibility - Member Information

Member Information

Company ID: AZTPA
Member Name: WONG FLORIE Sex: F DOB: 02/17/2003 Age: 7.1123 yrs
Member ID: A47945136
Address:
City/St/Zip:

Relation to Sub: SELF

Member Benefit Information

Health Plan: ARIZONA HEALTH PLAN
Benefits Termed:
Benefit Category: N/A
Co-Pay: N/A

Benefit Plan: TPA
Benefits Effective: 06/02/2003
Co-Insurance: N/A

Additional Benefit Search

Category: N/A
Co-Pay: \$ N/A

Primary Care Provider Information

PCP Name:
Specialty:
Phone #:
PCP Effective: 6/2/2003

Provider ID:
Fax #:
PCP Termination:

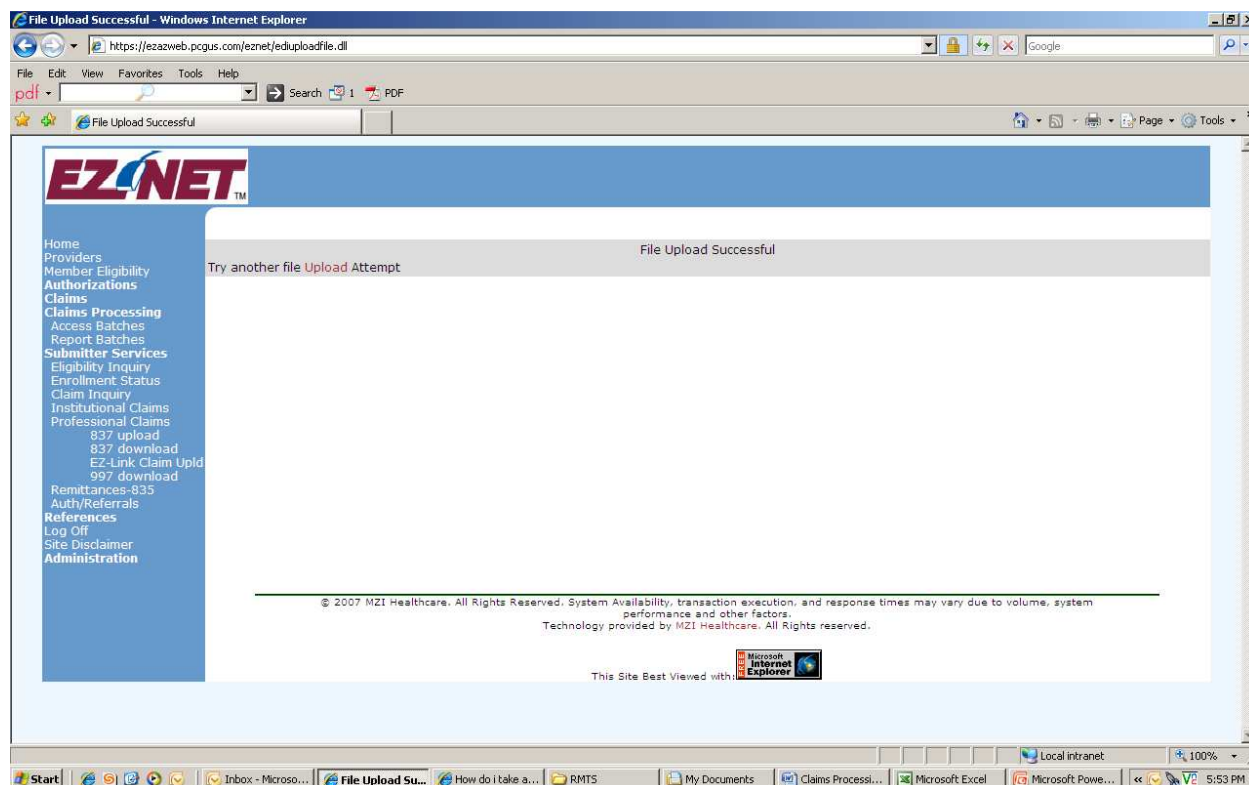
© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors.

Done Local intranet 100%

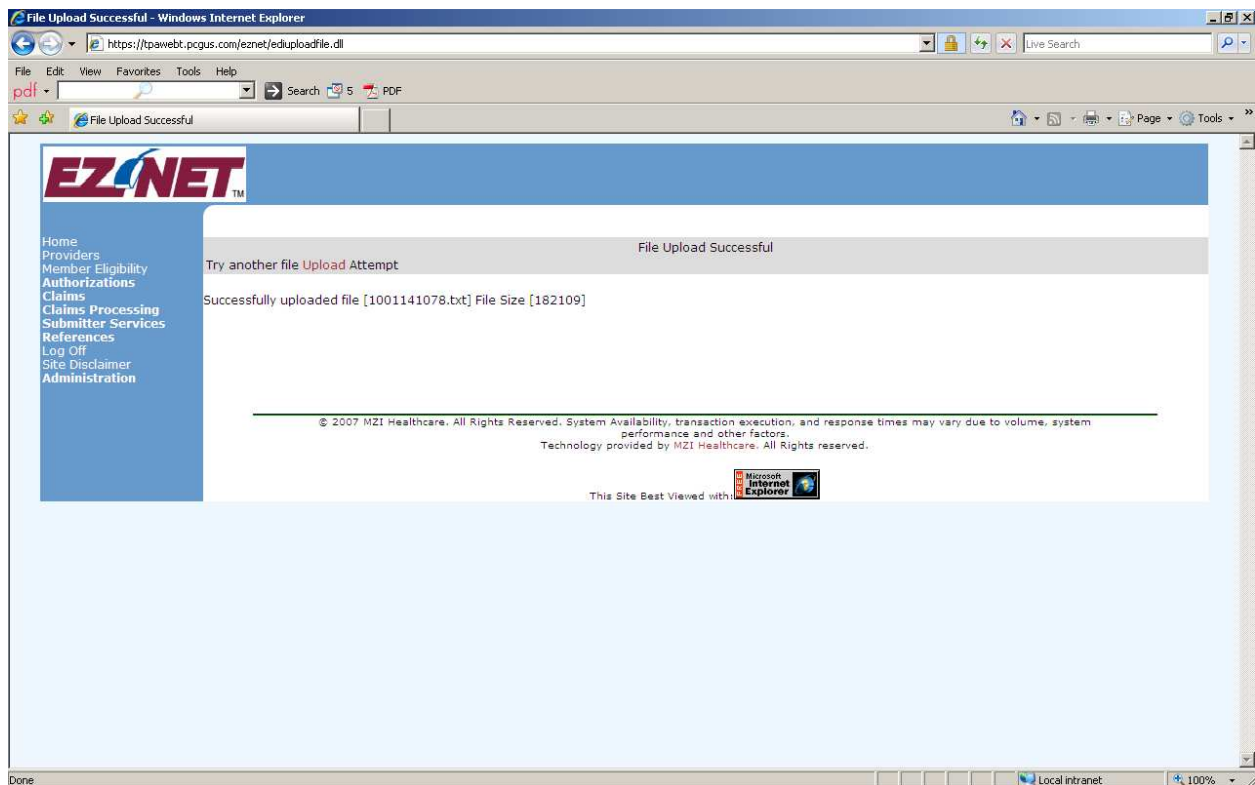
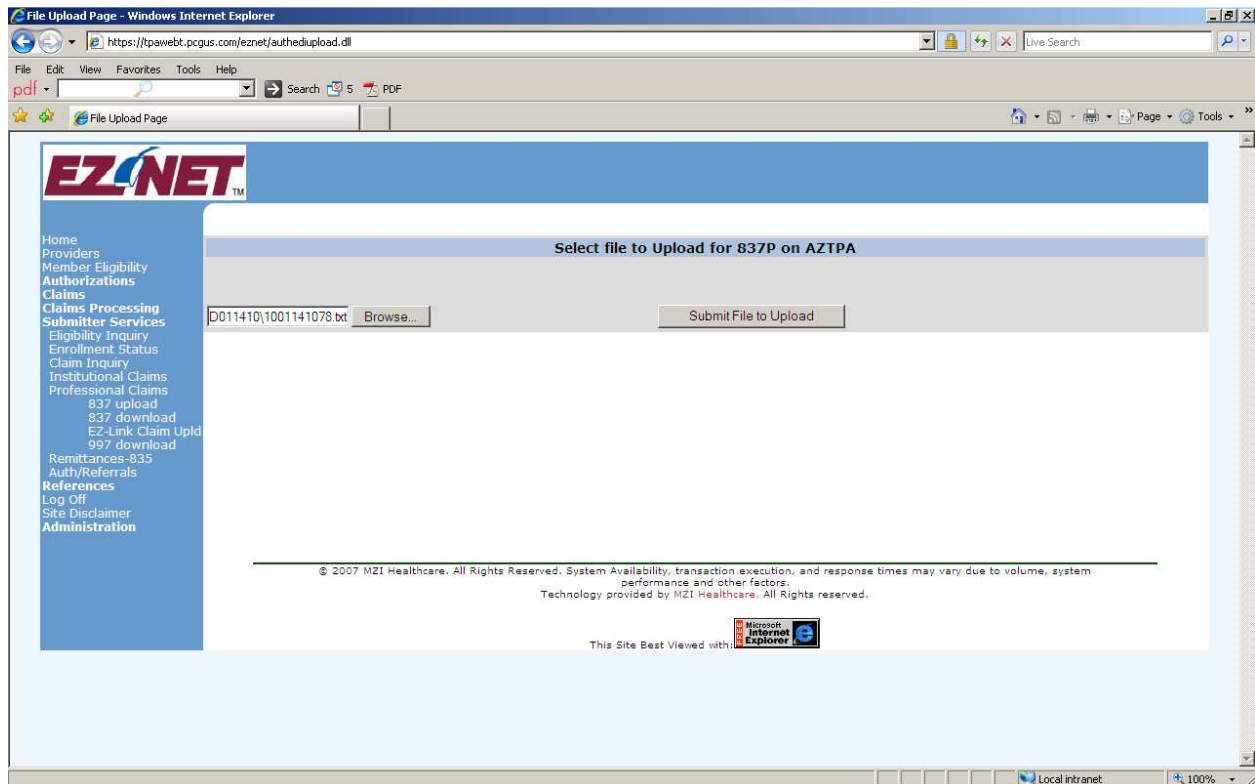
The next screen will display the member name, sex, date of birth, age and member ID number. It will also show the effective date of the coverage and the relationship to the subscriber.

SECTION III - UPLOADING A BATCH

Once the 837 file is created by the LEA or biller, it can be uploaded directly into the web portal. The user will select the 'Submitter Services' option on the left hand side of the home page, then select 'Professional Claims', then '837 File Upload'. Users will then select 'AZTPA' from the companies drop down window.

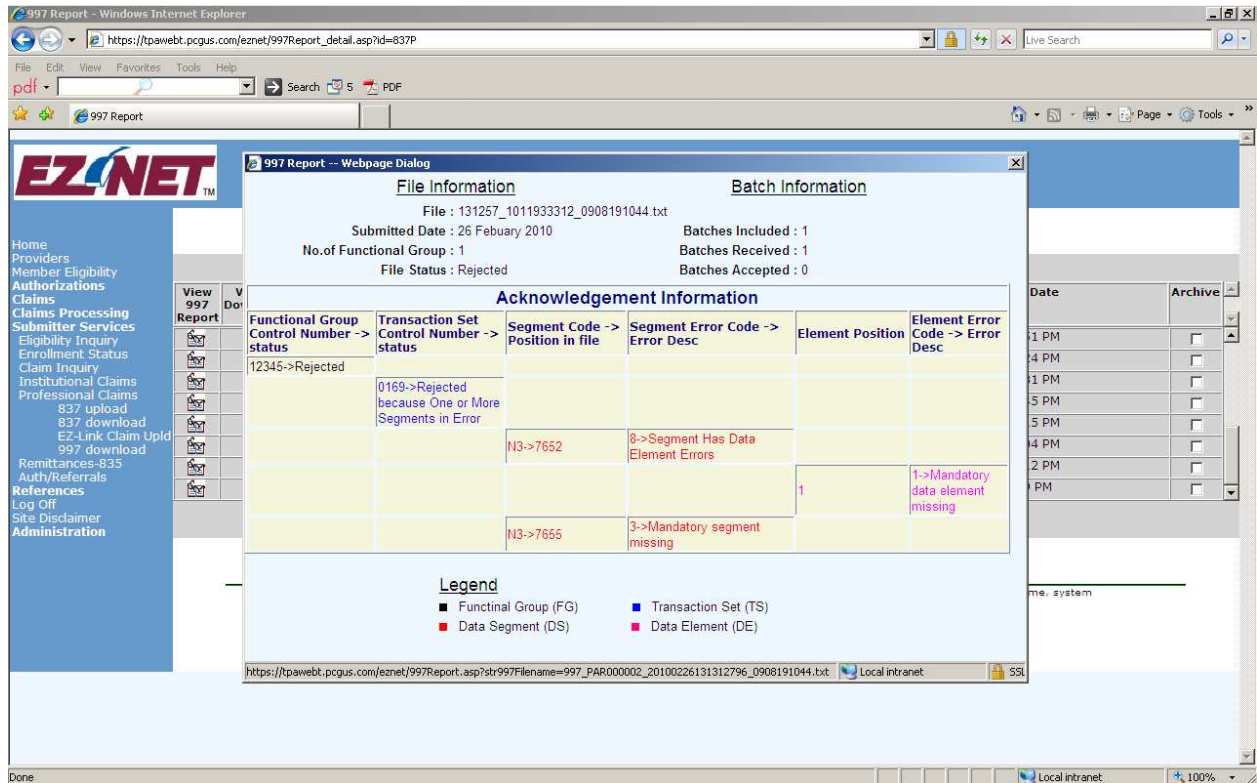


Select the 'Browse' option, and upload the file from the location it is stored on the user's system. The extension of the file must end in **".txt" (do not include quotes)**. After selecting the file, click the 'Submit File to Upload' button. If successful, a 'File Upload Successful' message will appear at which point either upload another file or proceed to the claim processing screen.



To validate that the file was uploaded correctly, select the '997 download' option on the left menu then view or print the confirmation.

At this point, the system is running its initial edit to ensure the file is in the proper 837 file format. If the upload is unsuccessful, the 997 report will detail the errors for correction. The batch can be uploaded again once errors have been fixed. An example of a 997 report that displays a failed batch is as follows:



997 Report -- Webpage Dialog

File Information

File : 131257_1011933312_0908191044.txt
Submitted Date : 26 February 2010
No. of Functional Group : 1
File Status : Rejected

Batch Information

Batches Included : 1
Batches Received : 1
Batches Accepted : 0

Functional Group Control Number -> status	Transaction Set Control Number -> status	Segment Code -> Position in file	Segment Error Code -> Error Desc	Element Position	Element Error Code -> Error Desc
12345->Rejected	0169->Rejected because One or More Segments in Error				
		N3->7652	8->Segment Has Data Element Errors		
				1	1->Mandatory data element missing
		N3->7655	3->Mandatory segment missing		

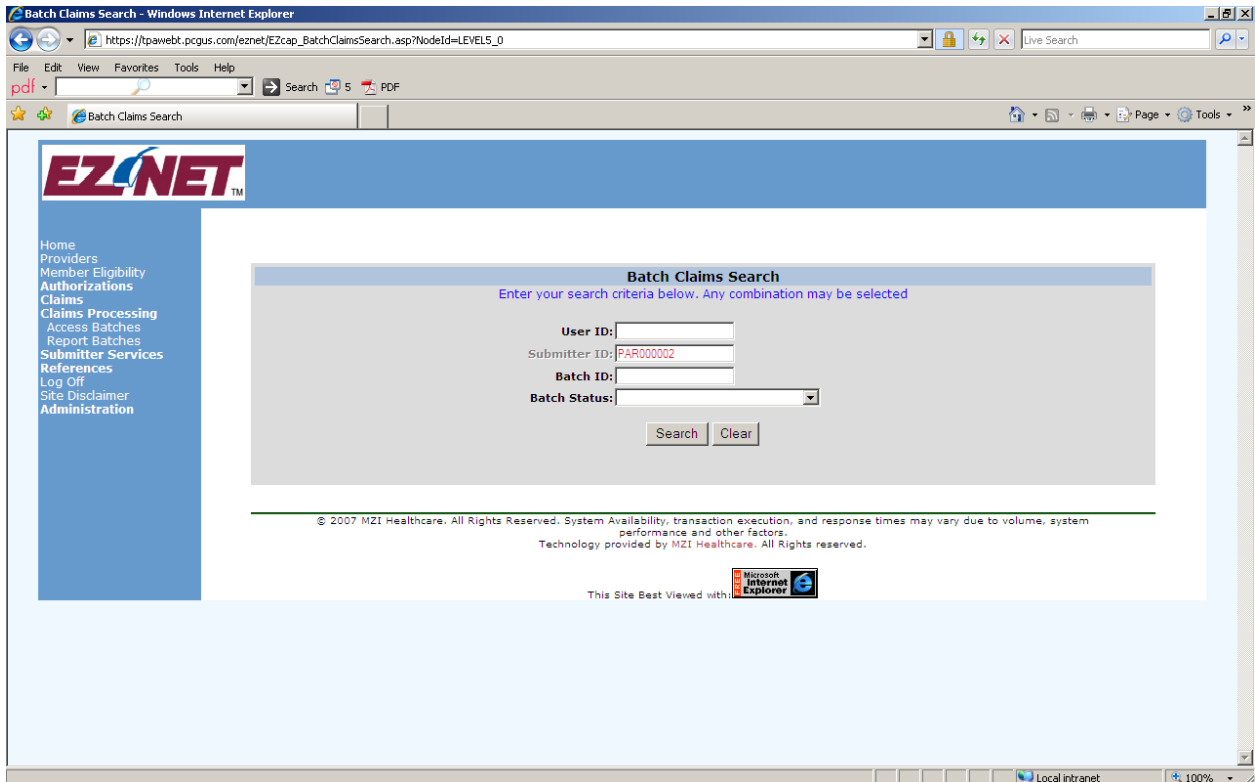
Legend

- Functional Group (FG)
- Transaction Set (TS)
- Data Segment (DS)
- Data Element (DE)

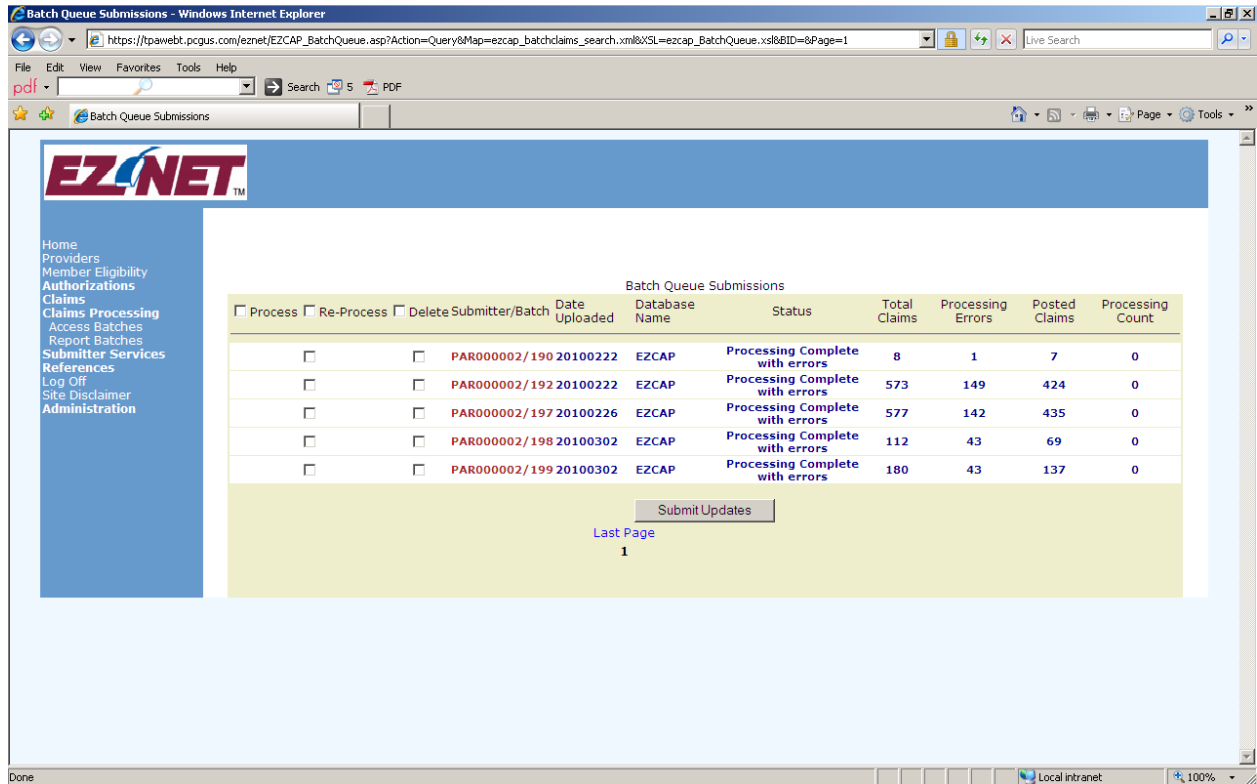
URL: https://tpawebt.pcgus.com/eznet/997Report.asp?str997Filename=997_PAR000002_20100226131312796_0908191044.txt

SECTION IV – PROCESSING A BATCH

To process a successfully uploaded batch, select the 'Access Batches' option in the Claim Processing tab on the left menu of the home page. Batches can be searched by user name, batch ID or batch status. If no search criteria are entered, all batches will be shown. Click on the 'Search' button.



The 'Batch Queue Submissions' page which will display all batches that match the search criteria entered in the previous screen.



☐ Process	☐ Re-Process	☐ Delete Submitter/Batch	Submitter/Batch	Date Uploaded	Database Name	Status	Total Claims	Processing Errors	Posted Claims	Processing Count
☐	☐	☐	PAR000002/190	20100222	EZCAP	Processing Complete with errors	8	1	7	0
☐	☐	☐	PAR000002/192	20100222	EZCAP	Processing Complete with errors	573	149	424	0
☐	☐	☐	PAR000002/197	20100226	EZCAP	Processing Complete with errors	577	142	435	0
☐	☐	☐	PAR000002/198	20100302	EZCAP	Processing Complete with errors	112	43	69	0
☐	☐	☐	PAR000002/199	20100302	EZCAP	Processing Complete with errors	180	43	137	0

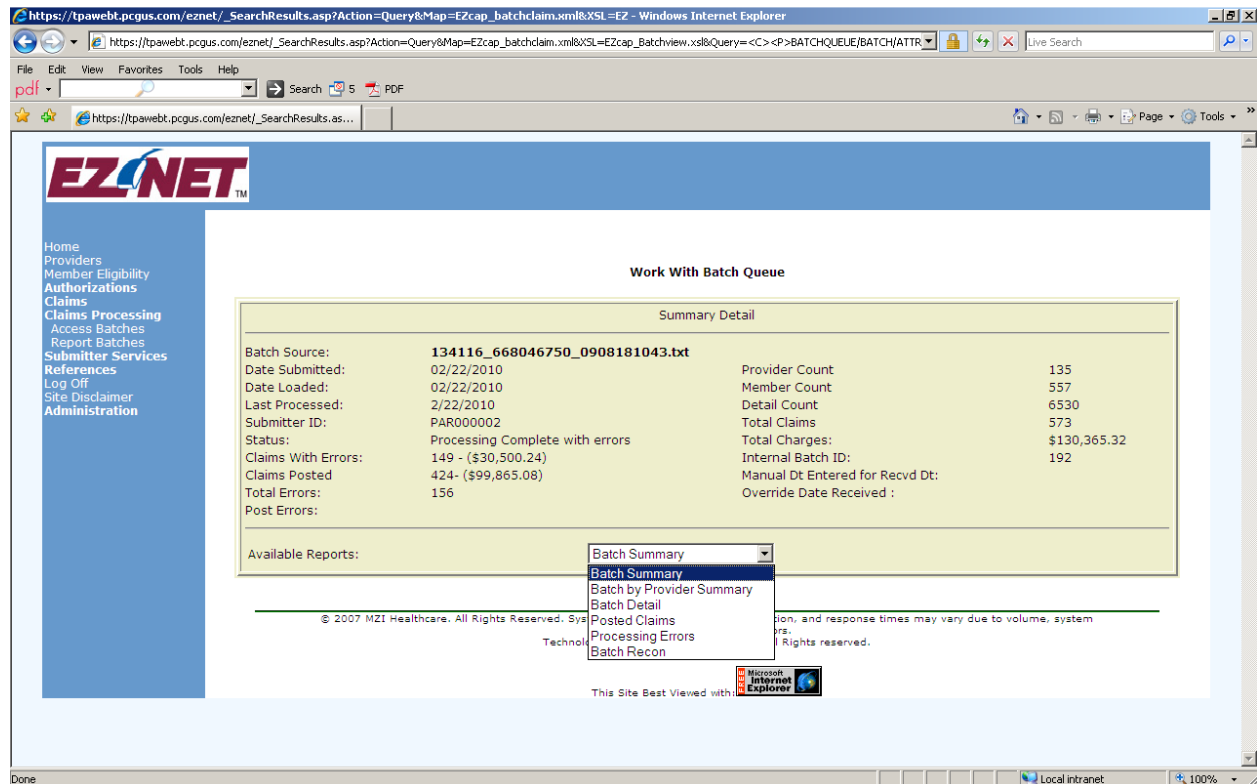
Submit Updates
Last Page
1

This screen will display the user the Submitter/Batch number, the date the file was uploaded, the status of the batch (Never Processed, Processing Complete with Errors and Processing Complete) as well as the total number of claims in the batch and, for batches that have been processed, the number of claims with processing errors and posted claims (clean claims that have been forwarded to AHCCCS for adjudication).

For batches that have never been processed, there will be a check box under the 'Process' heading. To submit a batch to be processed the user will select this box and click on 'Submit Updates'. The system will then begin to perform an edit on all the claims in the batch to check the validity of the claim data. The edits include:

- Member first and last name
- Member ID
- Member DOB
- Provider ID (NPI/TIN) and associated vendor
- Provider first and last name
- Validity of ICD-9 and CPT4 codes
- Date span check (comparing the claim header and the claims detail information)

After processing is complete, the user can immediately see how many 'clean claims' were forwarded to AHCCCS for adjudication and how many claims were determined to have errors. To view more detail, the user can click on the 'Submitter/Batch Number' link which will display the 'Summary Detail' screen.



The summary screen will display basic information on the batch including the date submitted and last processed, the status, number and dollar amount of claims posted and with errors, the number of providers in the batch and the number of members in the batch. The batch can be viewed in different ways by using the drop down menu.

The following pages are screen shots and information on each of the 'Available Reports' in the drop down menu.

Batch by Provider Summary:

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchbyProvider.xml&X - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchbyProvider.xml&SL=EZcap_BatchbyProvider.xml&Query=<C><P>CLAIMS/CLAIMY

File Edit View Favorites Tools Help

pdf Search 5 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ.NET

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

Batch by Provider Summary report
135 Providers Found in This Batch

Received: 02/22/2010
Processed: 02/22/2010

Submitter: PAR000002 - Batch: 192

Provider	Claim Count	Detail Count	Billed Total
MATTSON - [006692-AZTPA]	2	43	\$415.00
CALA - [019136-AZTPA]	2	54	\$844.00
CORDARO - [022042-AZTPA]	2	14	\$60.00
ANDERSEN - [049131-AZTPA]	3	5	\$290.00
CASTRONOVA - [061922-AZTPA]	2	44	\$795.00
FLORENTINE - [089544-AZTPA]	4	25	\$716.00
CECCARDI - [122041-AZTPA]	1	18	\$72.00
WALLS - [122140-AZTPA]	7	11	\$610.00
WALLACE - [122179-AZTPA]	1	17	\$289.00
PILLINGER - [122609-AZTPA]	1	18	\$432.00
ADDINK - [148512-AZTPA]	1	49	\$520.00
HUFF - [152525-AZTPA]	1	17	\$373.00
PROUTY - [157414-AZTPA]	1	10	\$125.00
STANKOVIC - [159221-AZTPA]	9	63	\$1,369.00
SWETT - [174590-AZTPA]	1	9	\$237.00
FROST - [176838-AZTPA]	6	138	\$2,189.00
DILSAVER - [179418-AZTPA]	2	34	\$994.00
JACKSON - [181037-AZTPA]	1	2	\$34.00
FORTNEY - [184124-AZTPA]	3	22	\$646.00
KNAUER - [187033-AZTPA]	4	27	\$512.00
KRUSE - [194857-AZTPA]	9	45	\$1,208.00
BURDETTE - [204626-AZTPA]	1	17	\$544.00
FORBES - [233020-AZTPA]	1	18	\$306.00
HOMMEL - [244398-AZTPA]	7	43	\$1,133.00
GLEASON - [256712-AZTPA]	5	26	\$561.00
ESTEBO - [257017-AZTPA]	4	32	\$1,081.00

Done Local intranet 100%

Batch Detail:

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchDetail.xml&XSL=E - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchDetail.xml&SL=EZcap_BatchDetail.xml&Query=<C><P>SCHEMAS/BATCHES/BATC

File Edit View Favorites Tools Help

pdf Search 5 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ.NET

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

Batch Detail List
573 Claims Received for Processing

Received: 02/22/2010
Processed: 02/22/2010

Submitter: PAR000002 - Batch: 192

EDI Claim #	Status	Member	Provider	Diagnosis	Billed
20100222134129970795	Processing Complete	A38651801 - ABDELKARIM ABDELHALIM - M	620501 - HABGOOD -	315.39	\$100.92
Detail Line Items					
Date	Procedure	Billed	Message		
02/03/2009	92508	25.23			
02/12/2009	92508	25.23			
02/24/2009	92508	25.23			
02/26/2009	92508	25.23			
20100222134130280796	Processing Complete	A67460393 - AALIYAH ABRAMSON - F	327760 - MEXAL -	315.8	\$409.49
Detail Line Items					
Date	Procedure	Billed	Message		
02/17/2009	92508	25.23			
02/11/2009	97530	29.11			
02/04/2009	97530	58.22			
02/25/2009	97530	29.11			
02/18/2009	97530	29.11			
02/04/2009	97530	29.11			
02/26/2009	92508	25.23			
02/18/2009	97530	29.11			
02/19/2009	92508	25.23			
02/11/2009	97530	29.11			

Done Local intranet 100%

Posted Claims:

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchPostedDetail.xml - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchPostedDetail.xml&SL=EZcap_BatchPostedDetail.xml&Query=<C><P>SCHEMAS/E...

File Edit View Favorites Tools Help

pdf Search 5 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ.NET

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

Batch Posted Claims Detail List

Received: 02/22/2010
Processed: 02/22/2010

Submitter: PAR000002 - Batch: 192

EZ-CAP Claim #	Member	Provider	Diagnosis	Billed
20100222T0300202	A52532015 - MAJESTIC GALLAGHER - F	006692 - MATTSON -	315.8	\$349.23
Detail Line Items				
Message				
Date	Procedure	Billed		
03/02/2009	S5125	4.06		
02/04/2009	S5125	4.06		
02/11/2009	S5125	4.06		
02/09/2009	S5125	4.06		
02/10/2009	S5125	4.06		
02/18/2009	S5125	4.06		
02/12/2009	S5125	4.06		
01/29/2009	S5125	4.06		
02/17/2009	S5125	4.06		
01/26/2009	S5125	4.06		
02/24/2009	S5125	4.06		
02/23/2009	S5125	4.06		
02/26/2009	S5125	4.06		
03/03/2009	S5125	4.06		
03/05/2009	S5125	4.06		
03/04/2009	S5125	4.06		
02/25/2009	S5125	4.06		
02/25/2009	H0031	50.00		
02/02/2009	92508	25.23		

Done Local intranet 100%

Processing Errors:

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchError_List.xml&X - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchError_List.xml&SL=EZcap_BatchError_List.xml&Page=1&Query=<C><P>SCHEMA...

File Edit View Favorites Tools Help

pdf Search 4 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZ.NET

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

Batch 202 Error Details
10 Of 13 Claims Found

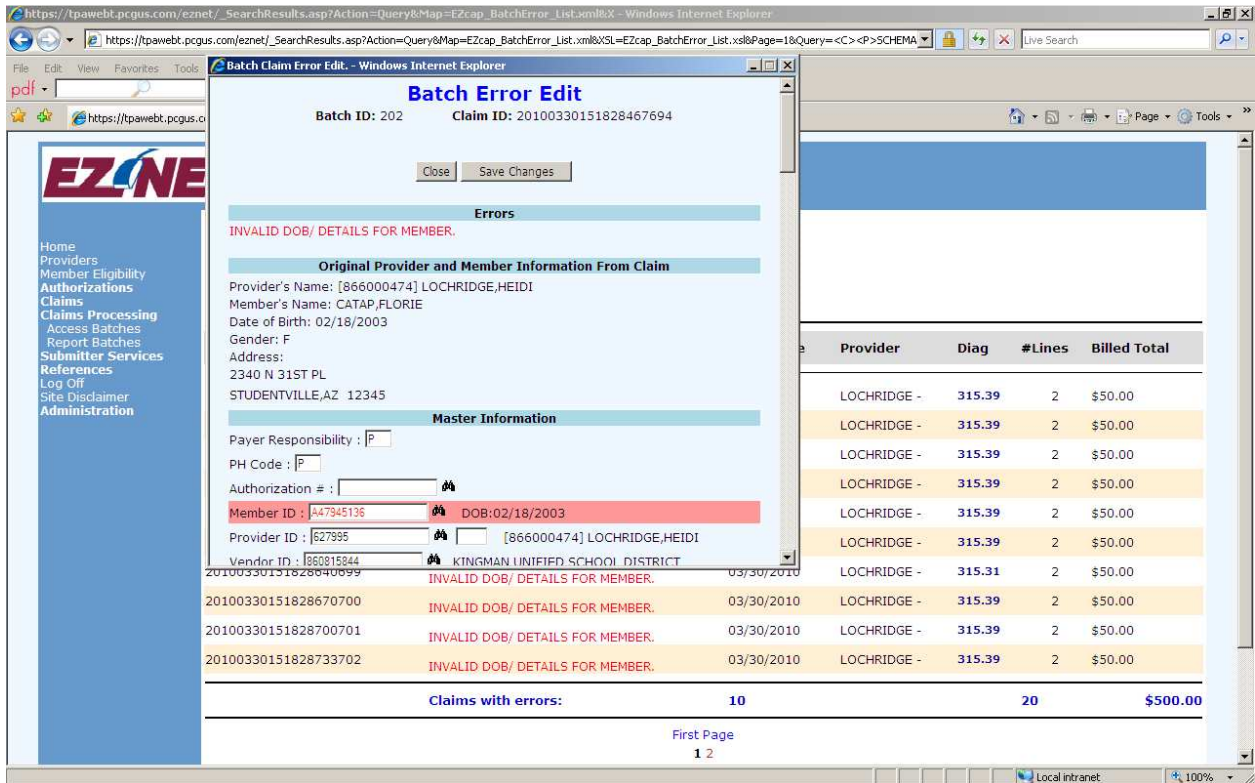
Submitter: PAR000002 - Batch: 202

EDI Claim #	Member Name Sex/ SSN Dob	Claim Date	Provider	Diag	#Lines	Billed Total
20100330151828450693	FLORIE WONG - F 764-28-7642 02/17/2003 INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828467694	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828500695	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828530696	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828577697	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828607698	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828640699	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.31	2	\$50.00
20100330151828670700	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828700701	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828733702	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
Claims with errors:		10			20	\$500.00

First Page
1 2

Local intranet 100%

To see the detail of a claim error, click on the description of the error. A smaller screen will appear with the Batch Error Edit entry which will highlight the problem field in red.



Batch Error Edit

Batch ID: 202 Claim ID: 20100330151828467694

Close Save Changes

Errors

INVALID DOB/ DETAILS FOR MEMBER.

Original Provider and Member Information From Claim

Provider's Name: [866000474] LOCHRIDGE, HEIDI
 Member's Name: CATAP, FLORIE
 Date of Birth: 02/18/2003
 Gender: F
 Address:
 2340 N 31ST PL
 STUDENTVILLE, AZ 12345

Master Information

Payer Responsibility:
 PH Code:
 Authorization #:
 Member ID: DOB: 02/18/2003
 Provider ID: [866000474] LOCHRIDGE, HEIDI
 Vendor ID: KINGMAN UNIFIED SCHOOL DISTRICT

Provider	Diag	#Lines	Billed Total
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.31	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00

Claims with errors: 10 20 \$500.00

First Page 1 2

To correct the error listed, click on the binoculars on the highlighted line(s) to search the data available. In the example listed above, the DOB is not valid. By clicking on the binoculars, the member eligibility search screen will be displayed.

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchError_List.xml&SL=EZcap_BatchError_List.xml&Page=1&Query=<C><P>SCHEMA

Member Search -- Webpage Dialog

Member Eligibility Search
Enter your search criteria below. Any combination may be used.

Last Name: CATAP
First Name: FLORIE
Date of Birth:
Gender: F
Subscriber SSN:
Patient ID:
Member ID: A47945136
Health Plan: None Selected

Search Clear Close

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

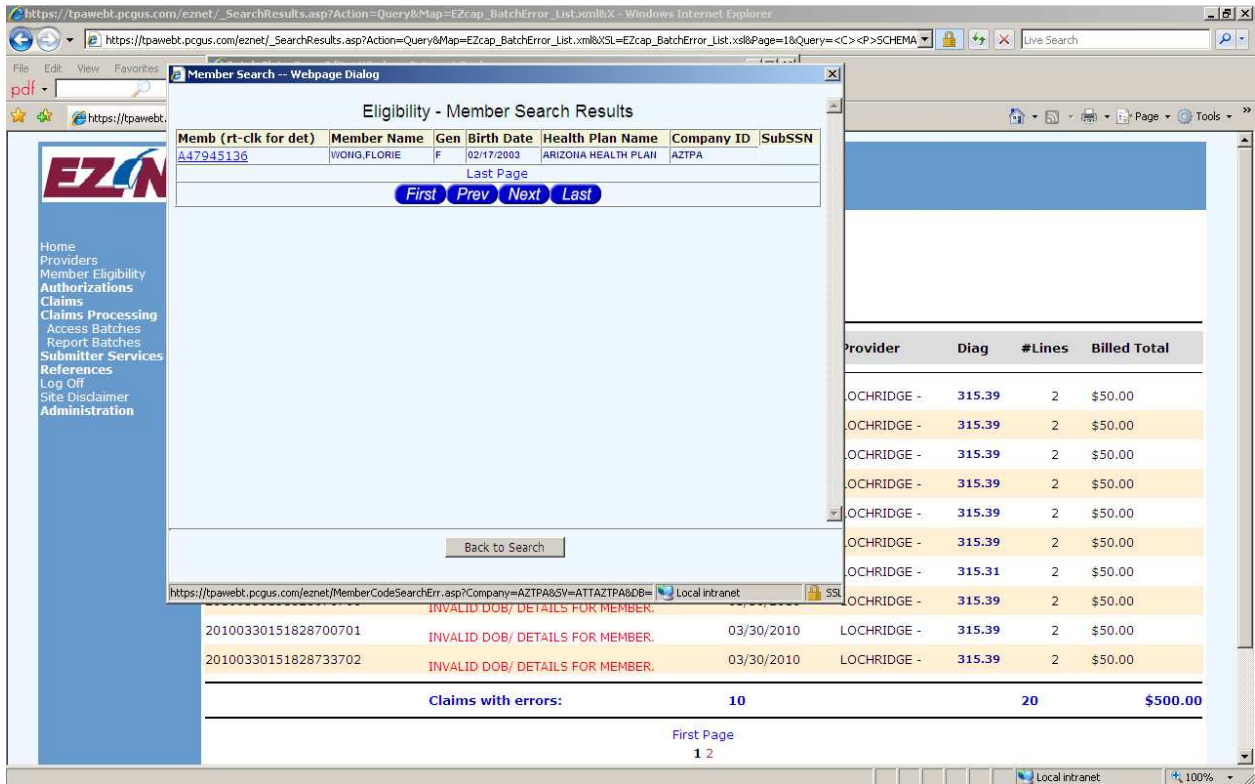
Provider	Diag	#Lines	Billed Total
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
OCHRIDGE -	315.31	2	\$50.00
OCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
Claims with errors:		10	\$500.00

INVALID DOB/ DETAILS FOR MEMBER.
20100330151828700701 INVALID DOB/ DETAILS FOR MEMBER. 03/30/2010
20100330151828733702 INVALID DOB/ DETAILS FOR MEMBER. 03/30/2010

First Page
1 2

Local intranet 100%

In this example, the DOB for Florie Wong is incorrect. By clearing the DOB and searching for any members with the last name "Wong", the system returns the following results.



Eligibility - Member Search Results

Memb (rt-clk for det)	Member Name	Gen	Birth Date	Health Plan Name	Company ID	SubSSN
A47945136	WONG, FLORIE	F	02/17/2003	ARIZONA HEALTH PLAN	AZTPA	

Last Page

[First](#) [Prev](#) [Next](#) [Last](#)

[Back to Search](#)

Provider Charges:

Provider	Diag	#Lines	Billed Total
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.31	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00
LOCHRIDGE -	315.39	2	\$50.00

Claims with errors: 10

Total: 20 \$500.00

First Page 1 2

The member is listed in the AHCCCS system with a DOB of 2/17/2003. To update the member to the correct one listed in the system, click on the member ID field and the claim detail is automatically updated with the new information. **Please make sure to confirm this is the correct member by validating against other LEA information before making any updates to the claim.**

Click on the 'Save Changes' button and the update is complete.

To confirm that this claim has been updated, the system changes the color of the error description from red to green once the page has been refreshed.

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchError_List.xml&X - Windows Internet Explorer

https://tpawebt.pcgus.com/eznet/_SearchResults.asp?Action=Query&Map=EZcap_BatchError_List.xml&SL=EZcap_BatchError_List.xml&Page=1&Query=<C><P>SCHEMA

File Edit View Favorites Tools Help

pdf Search 4 PDF

https://tpawebt.pcgus.com/eznet/_SearchResults.as...

EZNET™

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

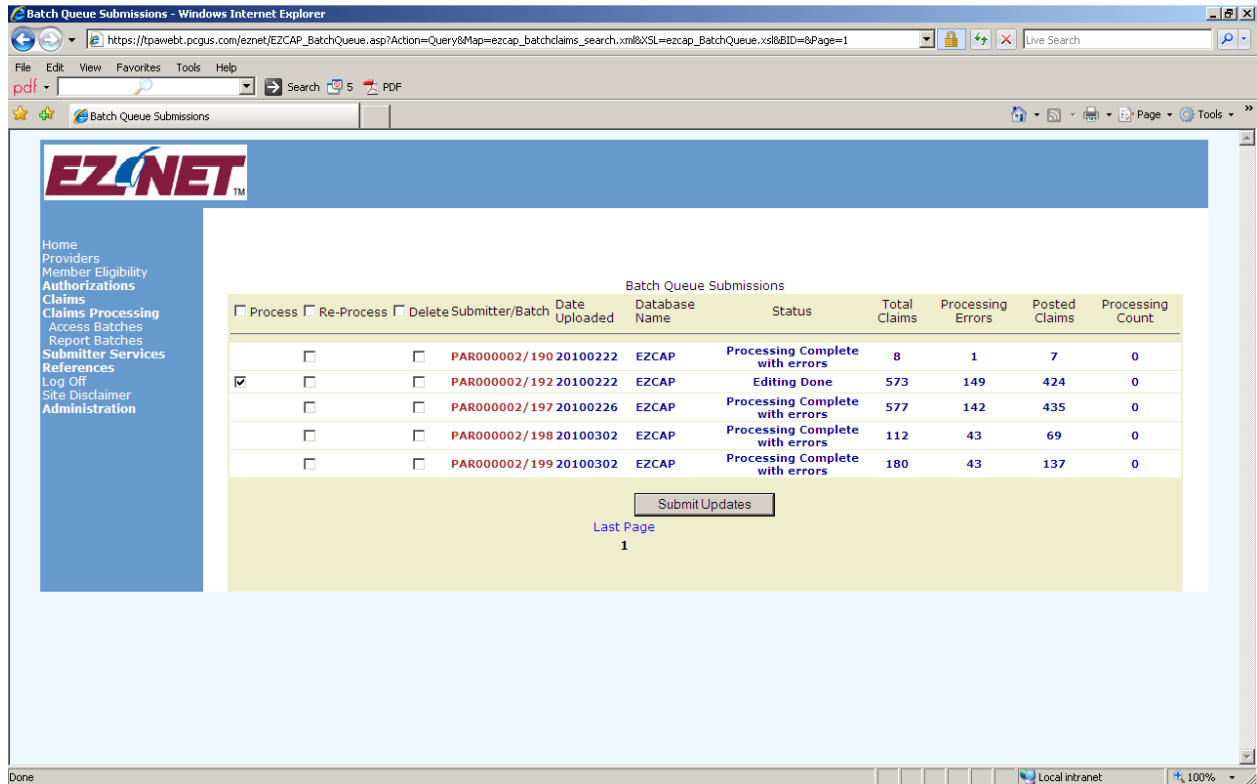
Batch 202 Error Details
10 Of 13 Claims Found

Submitter: PAR000002 - Batch: 202

EDI Claim #	Member Name Sex/ SSN Dob	Claim Date	Provider	Diag	#Lines	Billed Total
20100330151828450693	FLORIE WONG - F 764-28-7642 02/17/2003 INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828467694	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828500695	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828530696	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828577697	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828607698	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828640699	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.31	2	\$50.00
20100330151828670700	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828700701	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
20100330151828733702	INVALID DOB/ DETAILS FOR MEMBER.	03/30/2010	LOCHRIDGE -	315.39	2	\$50.00
Claims with errors:		10			20	\$500.00

First Page
1 2

Local intranet 100%



Batch Queue Submissions

Home
Providers
Member Eligibility
Authorizations
Claims
Claims Processing
Access Batches
Report Batches
Submitter Services
References
Log Off
Site Disclaimer
Administration

☐ Process	☐ Re-Process	☐ Delete Submitter/Batch	Date Uploaded	Database Name	Status	Total Claims	Processing Errors	Posted Claims	Processing Count
☐	☐	☐	PAR000002/190 20100222	EZCAP	Processing Complete with errors	8	1	7	0
☒	☐	☐	PAR000002/192 20100222	EZCAP	Editing Done	573	149	424	0
☐	☐	☐	PAR000002/197 20100226	EZCAP	Processing Complete with errors	577	142	435	0
☐	☐	☐	PAR000002/198 20100302	EZCAP	Processing Complete with errors	112	43	69	0
☐	☐	☐	PAR000002/199 20100302	EZCAP	Processing Complete with errors	180	43	137	0

Submit Updates

Last Page
1

After all errors are corrected, the user can go back to the 'Access Batches' screen and will have the option of processing or re-processing the claim batch, which will indicate that it has been corrected by changing the status to 'Editing Done'.

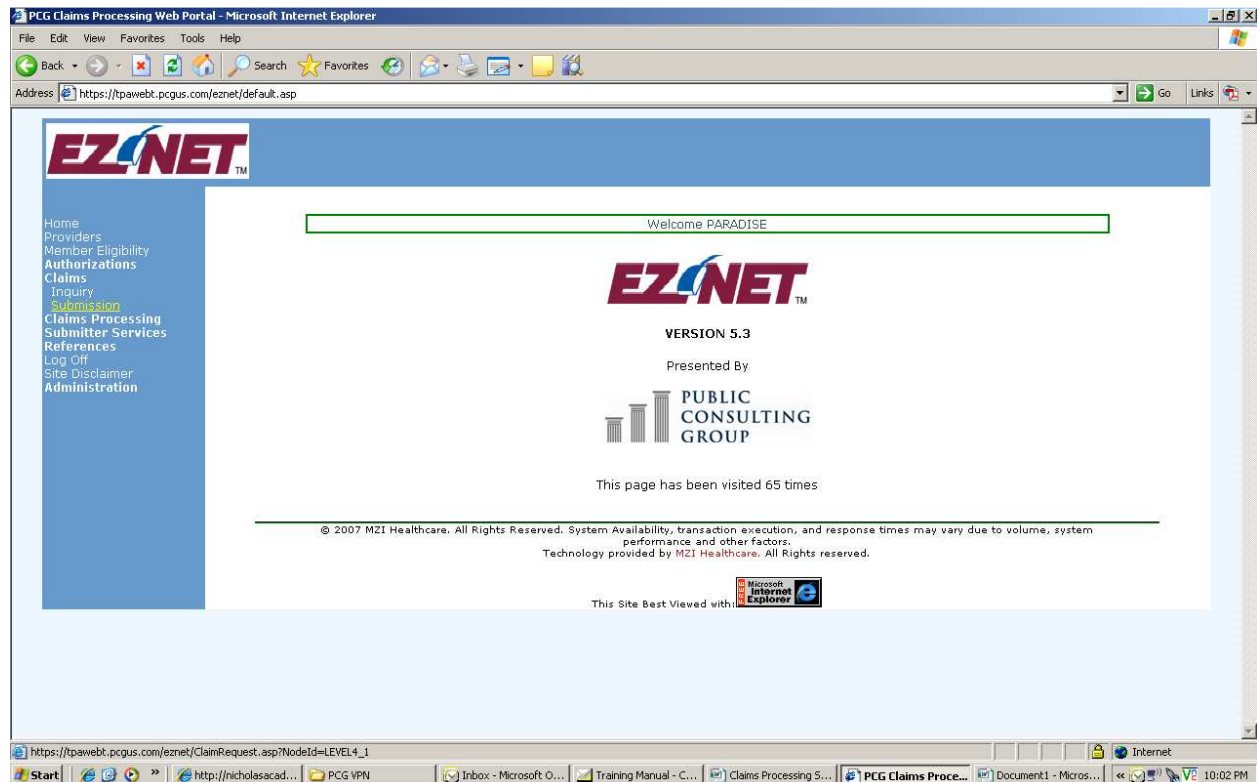
To process ONLY the claims that have been corrected and updated, select the 'Process' button and click on the 'Submit Updates' button.

To re-process the 'ENTIRE' batch, select the 'Re-Process' button and click on the 'Submit Updates' button. Since the rest of the claims in the batch have already passed the edits and been forwarded to AHCCCS as 'clean claims', PCG suggests the users select 'Process' to only submit the corrected claims. This will repeat the claim review process and submit those corrections for adjudication.

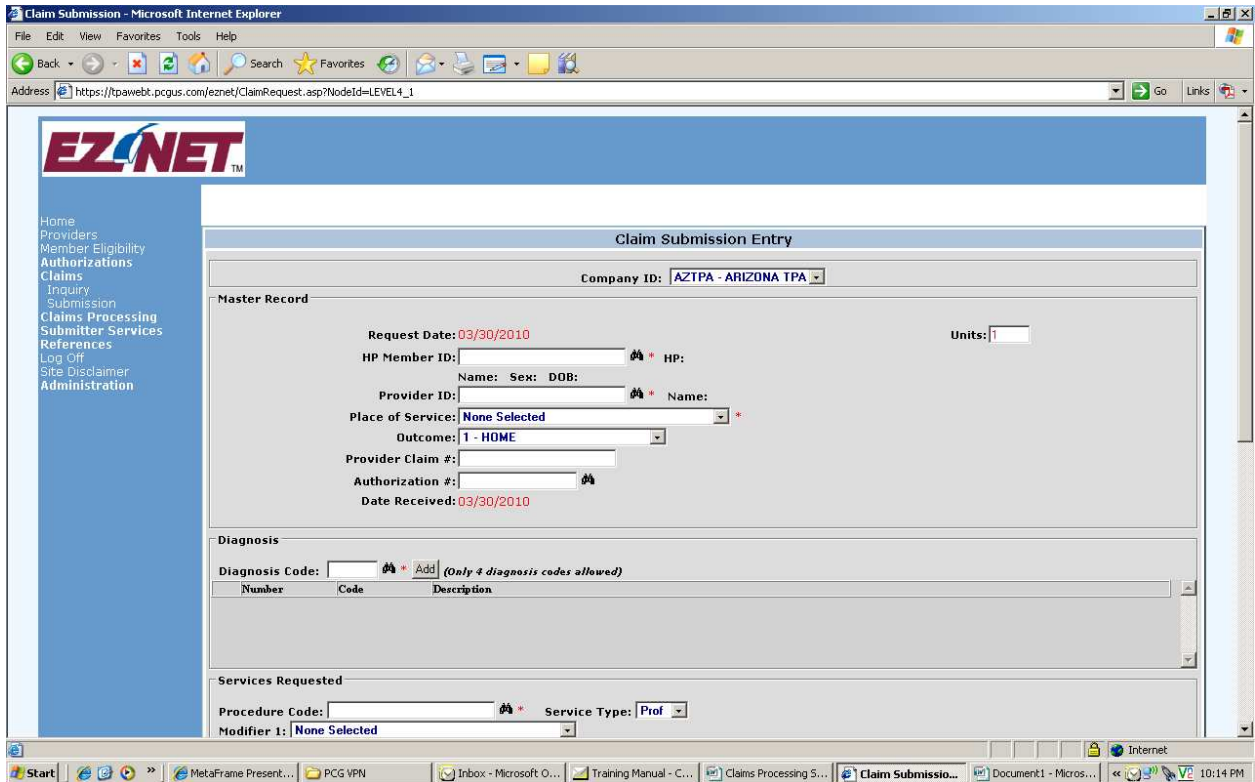
SECTION V - SINGLE CLAIM SUBMISSION

Single Claims Submissions is a secondary option provided to the LEA's and Billers to support submissions while implementing the 837 file creation and continued testing. This feature allows the user to enter data at a single claim submissions level and included editing and correction features during the entry.

To access the Single Claims Submission feature select 'Claims' in the left menu. The menu bar will expand, then click 'submissions'.



Once you have selected 'submissions' on the menu bar you will be directed to the data entry module. The first half the data entry form will default to the 'master record'. In this screen select the patient (student), provider (qualified Medical provider or LEA for transportation claims), POS (place of service), and outcome code.



Claim Submission - Microsoft Internet Explorer

Address: https://hpawebt.pcgus.com/eznet/ClaimRequest.asp?ModelId=LEVEL4_1

EZ-NET

Home
Providers
Member Eligibility
Authorizations
Claims
Inquiry
Submission
Claims Processing
Submitter Services
References
Log Off
Site Disclaimer
Administration

Claim Submission Entry

Company ID: AZTPA - ARIZONA TPA

Master Record

Request Date: 03/30/2010 Units: 1

HP Member ID: * HP:

Name: Sex: DOB:

Provider ID: * Name:

Place of Service: None Selected *

Outcome: 1 - HOME

Provider Claim #:

Authorization #: *

Date Received: 03/30/2010

Diagnosis

Diagnosis Code: * Add (Only 4 diagnosis codes allowed)

Number	Code	Description
--------	------	-------------

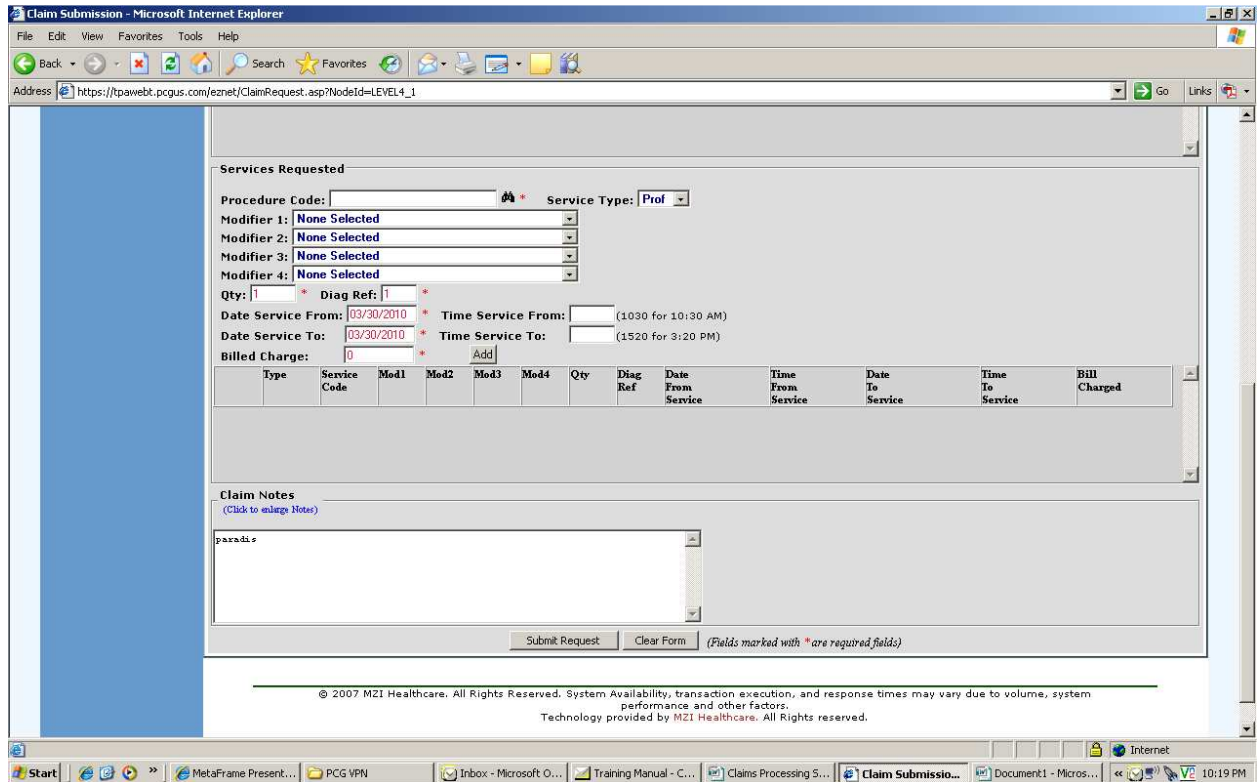
Services Requested

Procedure Code: * Service Type: Prof

Modifier 1: None Selected

*Please note: the 'Request Date' will default to the date of entry.

The bottom half of the data entry form will encompass the procedure code, modifier, units, beginning date of service, ending date of service and total charge amount.



Claim Submission - Microsoft Internet Explorer

Address: https://tpawebt.pcgus.com/eznet/ClaimRequest.asp?NodeId=LEVEL4_1

Services Requested

Procedure Code: * Service Type: **Prof**

Modifier 1: **None Selected**

Modifier 2: **None Selected**

Modifier 3: **None Selected**

Modifier 4: **None Selected**

Qty: * Diag Ref: *

Date Service From: 03/30/2010 * Time Service From: (1030 for 10:30 AM)

Date Service To: 03/30/2010 * Time Service To: (1520 for 3:20 PM)

Billed Charge: 0 *

Type	Service Code	Mod1	Mod2	Mod3	Mod4	Qty	Diag Ref	Date From Service	Time From Service	Date To Service	Time To Service	Bill Charged

Claim Notes
(Click to enlarge Notes)

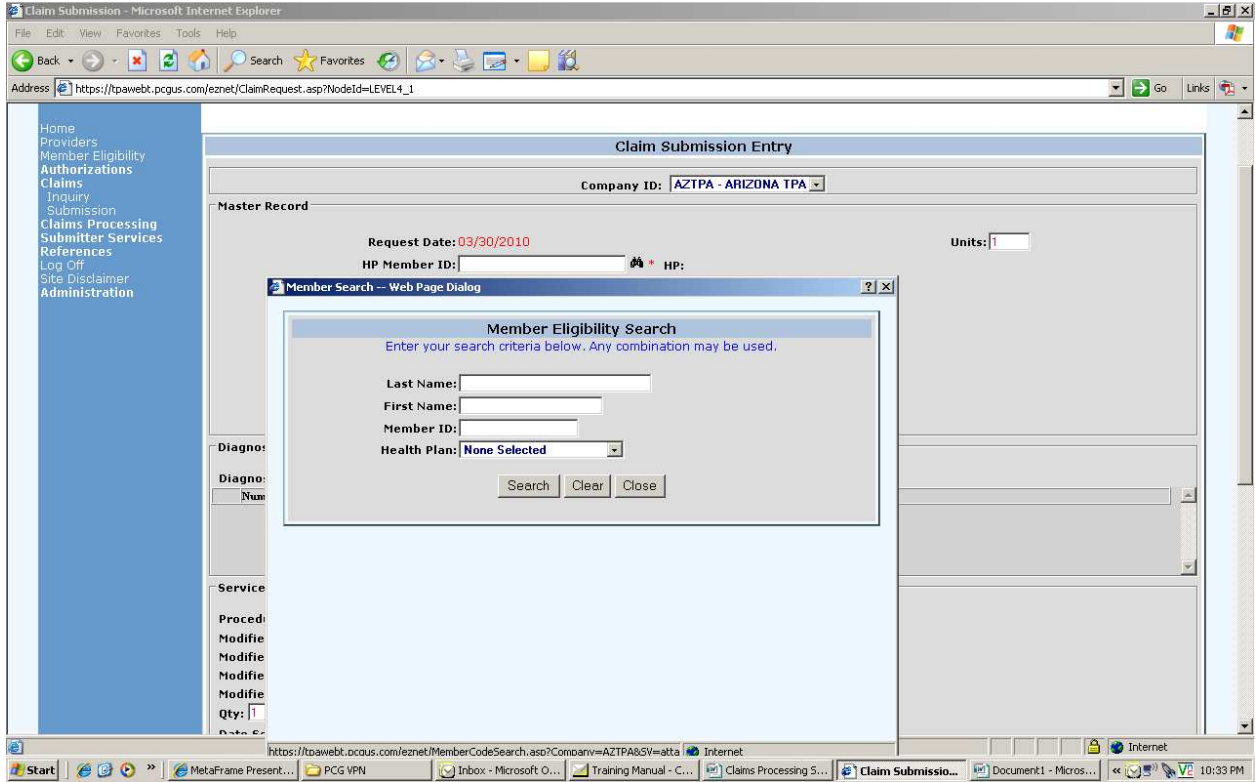
paradis

(Fields marked with * are required fields)

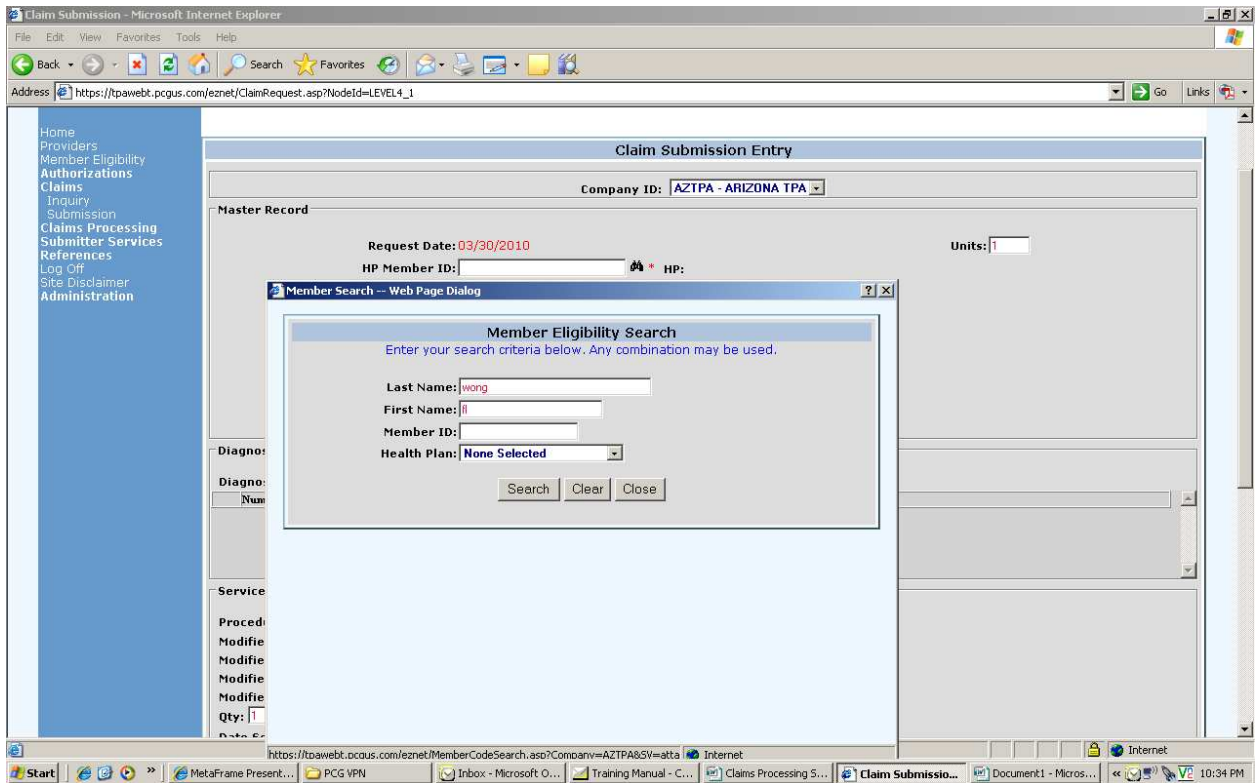
© 2007 MZI Healthcare. All Rights Reserved. System Availability, transaction execution, and response times may vary due to volume, system performance and other factors.
Technology provided by MZI Healthcare. All Rights reserved.

Taskbar: Start | MetaFrame Present... | PCG VPN | Inbox - Microsoft O... | Training Manual - C... | Claims Processing S... | **Claim Submissio...** | Document1 - Micros... | 10:19 PM

To begin the data entry of a particular claim you will need to enter in your member information. If you have the proper Member ID # you can data enter the ID # into the HP Member ID field. If you do not have the correct HP Member ID # you can click the  feature and this will open a searchable field.



You can now search your patient by first and last name. In this case we will enter Wong, Florie and select the 'search' feature.



Claim Submission Entry

Company ID: **AZTPA - ARIZONA TPA**

Master Record

Request Date: **03/30/2010** Units: **1**

HP Member ID: * HP:

Member Search -- Web Page Dialog

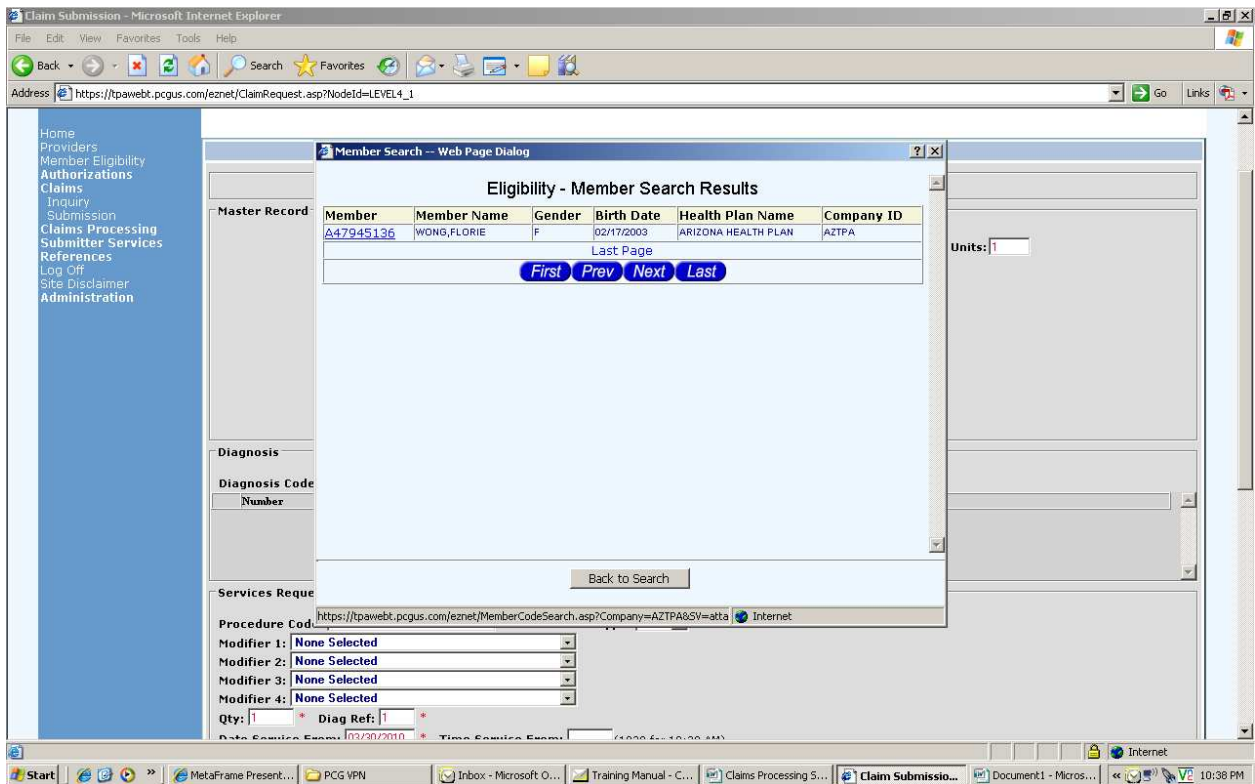
Member Eligibility Search
Enter your search criteria below. Any combination may be used.

Last Name: **wong**

First Name:

Member ID:

Health Plan: **None Selected**



Member Search -- Web Page Dialog

Eligibility - Member Search Results

Member	Member Name	Gender	Birth Date	Health Plan Name	Company ID
A47945136	WONG, FLORIE	F	02/17/2003	ARIZONA HEALTH PLAN	AZTPA

Last Page

Master Record

Diagnosis

Diagnosis Code Number

Services Requested

Procedure Code

Modifier 1: **None Selected**

Modifier 2: **None Selected**

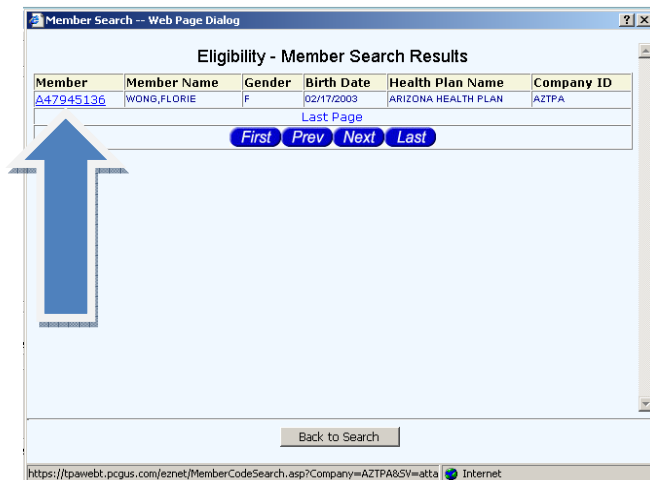
Modifier 3: **None Selected**

Modifier 4: **None Selected**

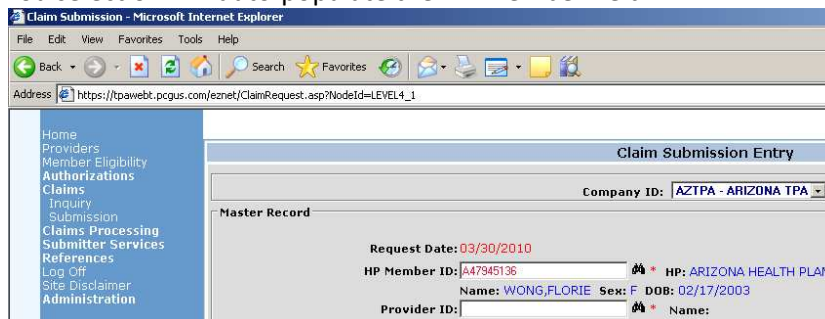
Qty: * Diag Ref:

Data Sample Exam: **03/30/2010** * Time Sample Exam: **10:38 PM**

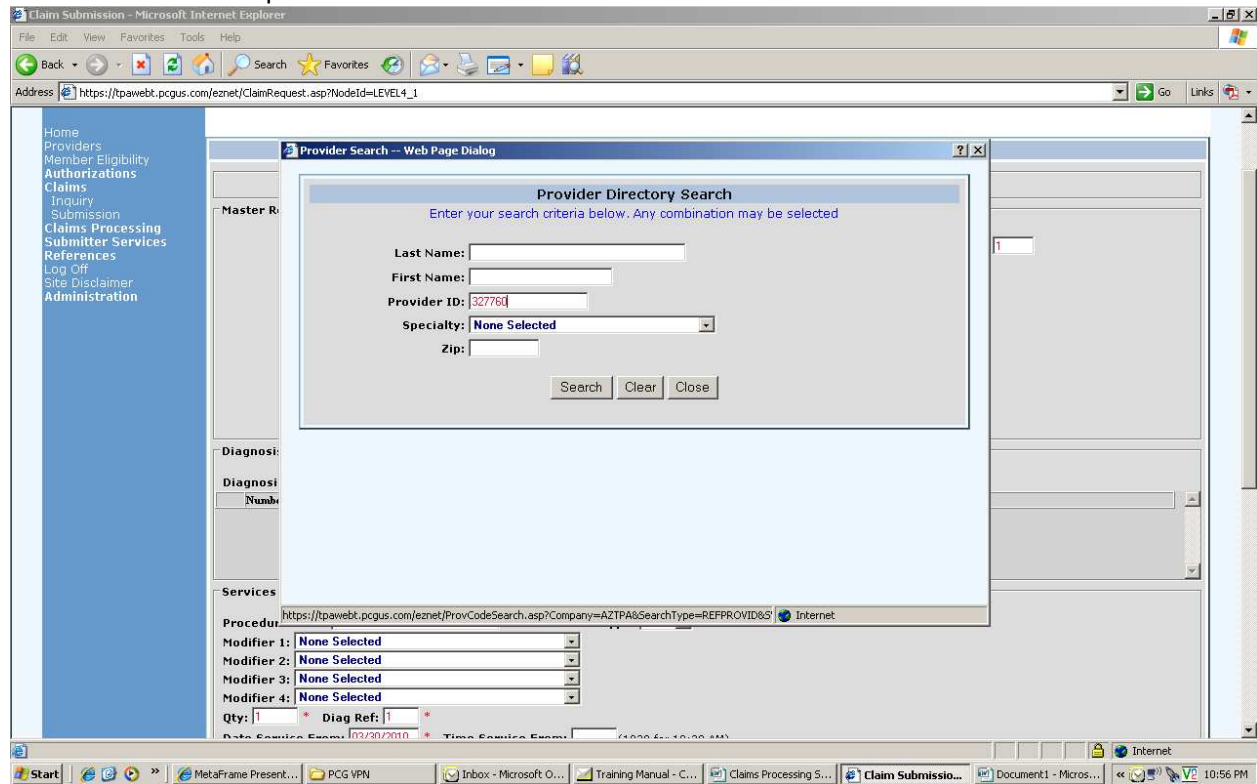
Once the member search field populates you will have the ability to select the member by clicking the member hyperlink



You selection will auto-populate the HP Member field



To begin the selection of provider will need to enter in your provider information. In this case we will enter in the provider number 327760 but, if you do not know the provider ID # you can click the  feature and this will open a searchable field with the same flow as the member search



Provider Search -- Web Page Dialog

Provider Directory Search
Enter your search criteria below. Any combination may be selected

Last Name:
First Name:
Provider ID:
Specialty:
Zip:

Master R:

Diagnosis:

Diagnosis Number:

Services:

Procedure:

Modifier 1:
Modifier 2:
Modifier 3:
Modifier 4:

Qty: * Diag Ref: *

Data Service Exam: 03/30/2010 * Time Service Exam: 10:00 AM

Click 'Search' and select your provider by clicking the Provider hyperlink



Provider Search -- Web Page Dialog

Provider List

Provider Name	ID	Specialty	Group	Term Date	Company
MEXAL	327760	060 Description	ARIZONA COMMUNITY DEV. CORP/LA PALOMA	4/9/2008	AZTPA

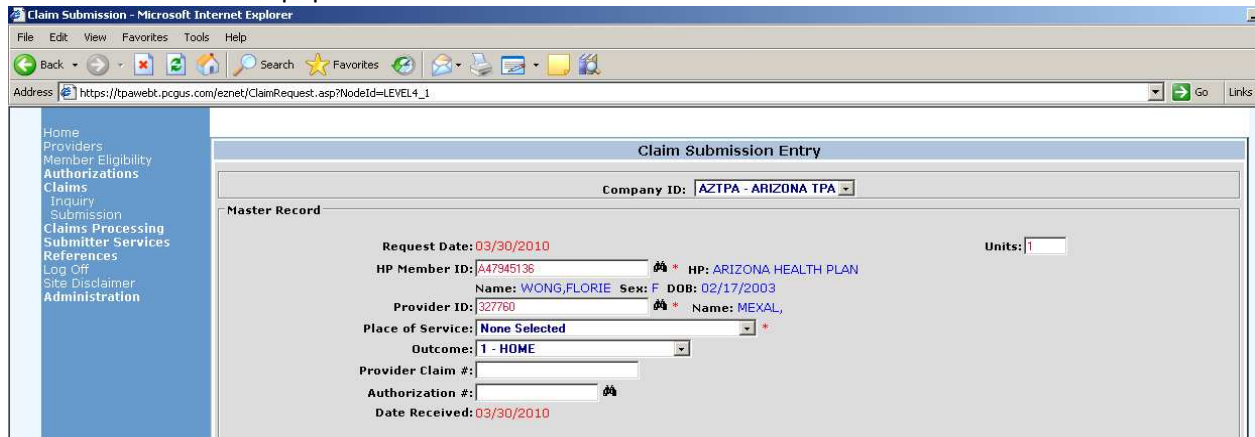
[Last Page](#)

[First](#) [Prev](#) [Next](#) [Last](#)

[Back to Search](#)

<https://tpawebt.pcgus.com/eznet/ProvCodeSearch.asp?Company=AZTPA&SearchType=REFPROVID&S> Internet

Provider data will auto populate



Claim Submission Entry

Company ID: AZTPA - ARIZONA TPA

Master Record

Request Date: 03/30/2010 Units: 1

HP Member ID: A47945136 HP: ARIZONA HEALTH PLAN

Name: WONG, FLORIE Sex: F DOB: 02/17/2003

Provider ID: 327760 Name: MEXAL

Place of Service: None Selected

Outcome: 1 - HOME

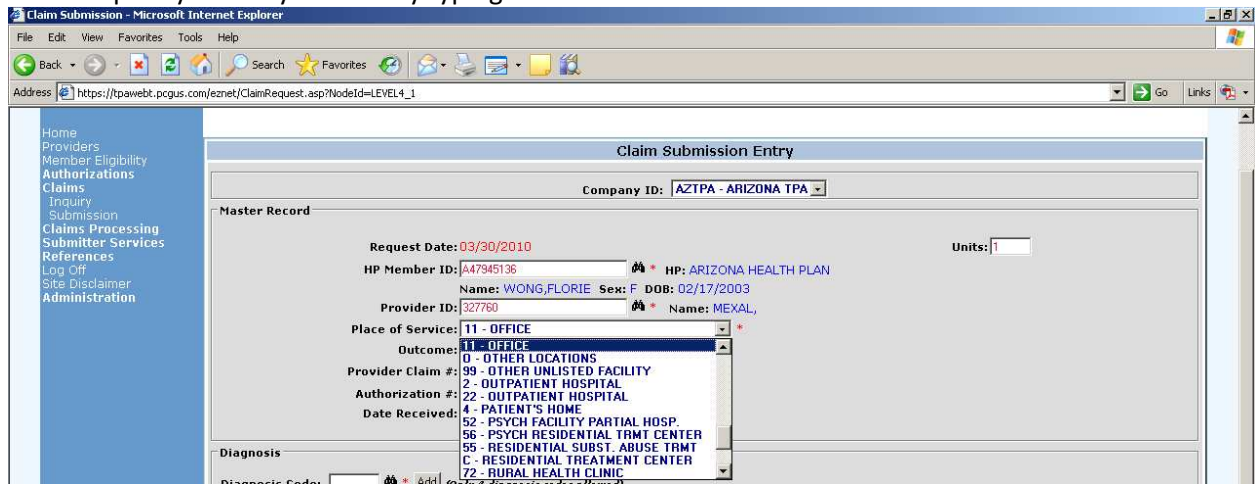
Provider Claim #:

Authorization #:

Date Received: 03/30/2010

You are now ready to enter the claims information for this Member and Provider selected. Place of Service is a dropdown feature allowing you to select the appropriate POS for your claim. The only POS allowable for school based billing are “03 – School” OR “99 – Other Unlisted Facility”. *If a service is provided in an alternate approved setting please select the relevant place of service. Additional information will need to be submitted separately to support alternate place of service such as the student’s IEP.*

You can quickly access your POS by typing in the first few characters such as ‘oth’ for ‘other’.



Claim Submission Entry

Company ID: AZTPA - ARIZONA TPA

Master Record

Request Date: 03/30/2010 Units: 1

HP Member ID: A47945136 HP: ARIZONA HEALTH PLAN

Name: WONG, FLORIE Sex: F DOB: 02/17/2003

Provider ID: 327760 Name: MEXAL

Place of Service: 11 - OFFICE

Outcome: 0 - OTHER LOCATIONS

Provider Claim #:

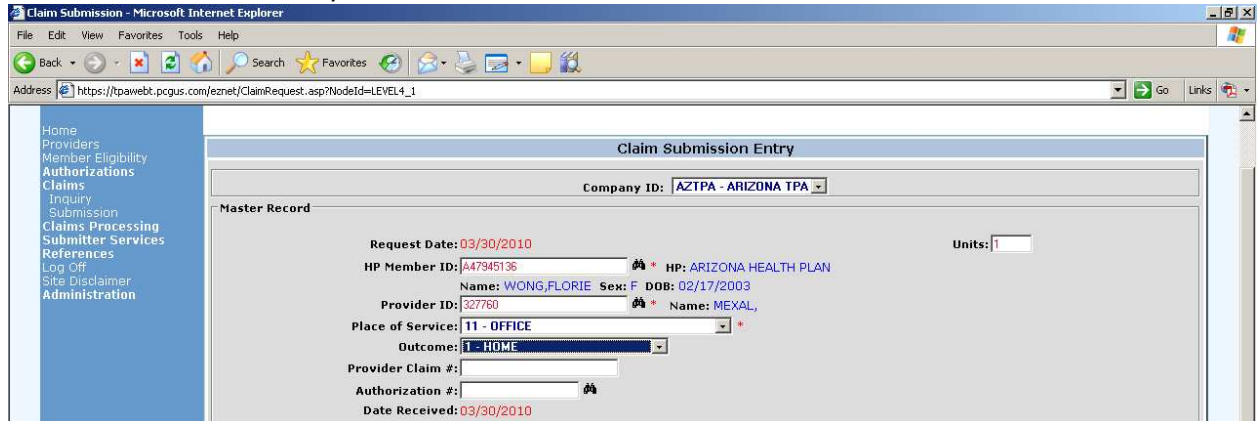
Authorization #:

Date Received: 4 - PATIENT'S HOME

Diagnosis:

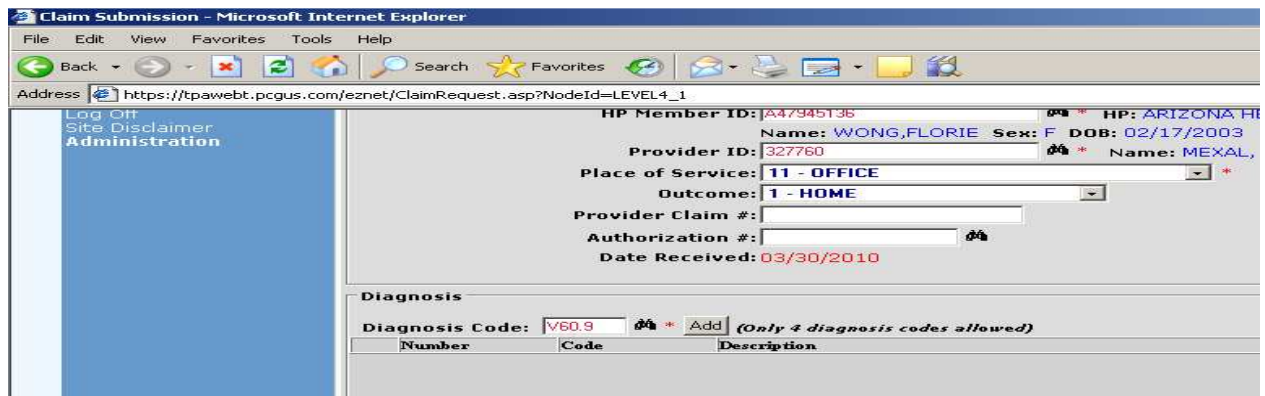
Diagnosis Code:

Outcome code should always be '4' for Other.

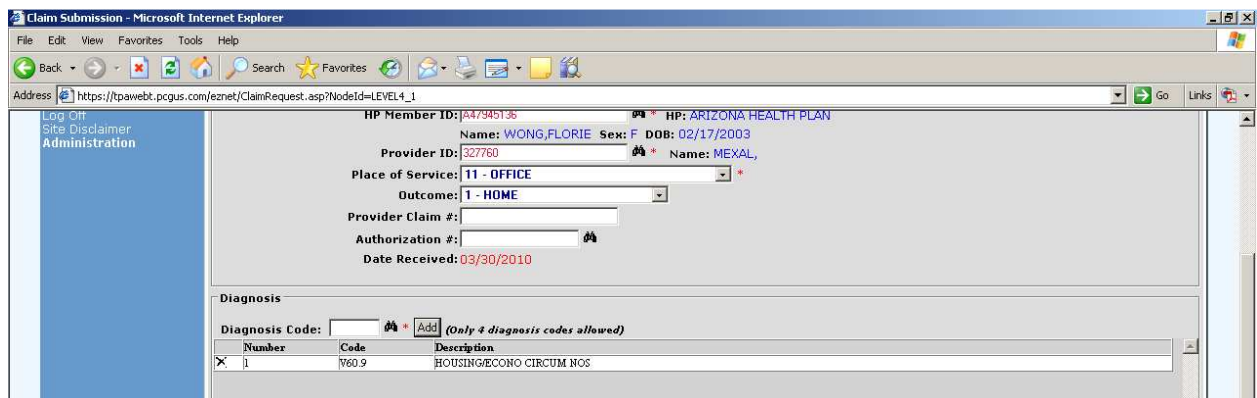


The Provider Claim # is an optional field. If you utilize an internal patient number and would like this to appear on your RA (Remittance Advice) you can utilize this field to log the identifier.

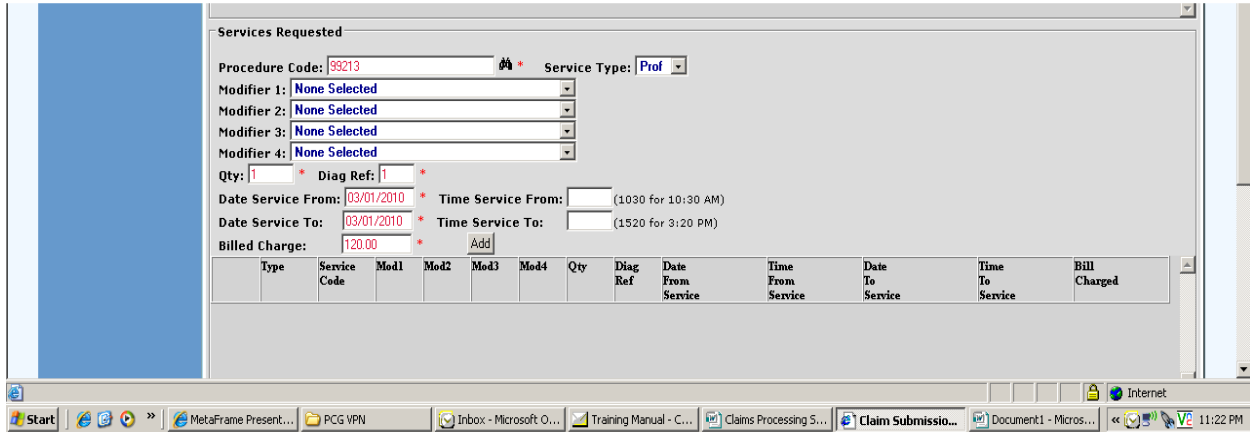
Diagnosis Codes are entered into the 'Diagnosis Code' field and can be searched similar to the Member and Provider search features.



Once you have entered the diagnosis code you must select the 'ADD' button to move the code into the claim. Repeat this step for each diagnosis code supporting the visit.

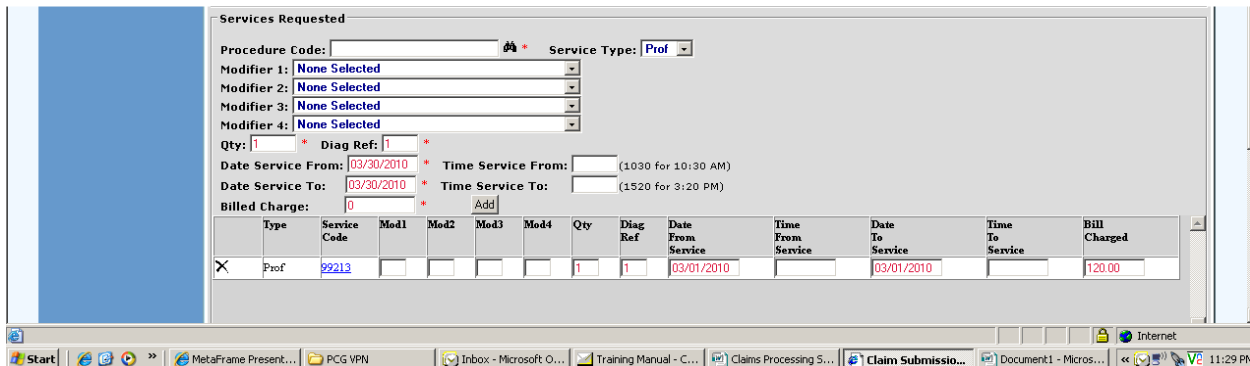


Service Requested in this example if 99213 (searchable field by selecting the binoculars), Service Type should always remain as 'Prof' (Professional), our units selected is 1 (represents one service) and the 'diag ref' should remain as '1'.



Type	Service Code	Mod1	Mod2	Mod3	Mod4	Qty	Diag Ref	Date From Service	Time From Service	Date To Service	Time To Service	Bill Charged

At this point you should select your date 'from' and 'to' and total billed charge amount. In this example we utilized 03/01/10 as our POS (Place of Service) and '\$120.00' for totaled billed. You must select 'ADD' to bring your selections into the claim.



Type	Service Code	Mod1	Mod2	Mod3	Mod4	Qty	Diag Ref	Date From Service	Time From Service	Date To Service	Time To Service	Bill Charged
X	Prof	99213				1	1	03/01/2010		03/01/2010		120.00

*Please note this step should be repeated for each additional service line.

Submit the claim for processing by selecting the 'SUBMIT REQUEST' button